

MAY

1950

JUNE

# the dental assistant



Journal of the  
American Dental  
Assistants Association

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# the dental assistant



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May - June 1950

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## THE PRESIDENT'S PAGE

Dear Members of the A. D. A. A.:

With this issue of THE DENTAL ASSISTANT, Sadie Leach, who has served as our able and loyal Editor for the past eight and a half years will hand over the reigns to a new Staff. I'm sure I express the sentiments of every member of the A. D. A. A. when I say to Sadie "Well done, oh good and faithful servant," and to offer our cooperation and best wishes to the members of the new Journal Staff.

Your president is pleased to report excellent loyalty and cooperation from the officers and members throughout the country during the first four months of the year. Our Executive Secretary and Treasurer are both working overtime accepting dues and returning membership cards. The Central Office reports a greater number of paid memberships than ever before by April 1st. In the 1941 May-June issue of the Journal it is noted that the membership slogan was "4,000 members by Houston." Let's set our goal for 1950 at "7,000 members by Atlantic City."

It will be my pleasure to attend several state meetings during the month of May and I've had the opportunity of sitting in on some of the Board meetings at which time plans were being made and programs arranged. A good example of what enthusiasm and untiring effort on the part of a clinic and poster chairman will bring forth was shown in one of the states in the Seventh district. Heretofore much difficulty was encountered in getting members to present clinics during the annual meeting in this particular state and a poster hadn't been entered in years. Due to the efforts of this enthusiastic chairman seven clinics and one poster are listed in their program. I sincerely hope that this type of interest will be displayed at each state meeting to serve as an inspiration to those members in attendance.

The Convention committees in New Jersey are hard at work making plans for our 26th annual meeting. Please remember the dates Oct. 30 to Nov. 2 and plan to be with us.

With best wishes for a happy summer, I am,

Most sincerely,  
Mary Haney, President.

### BANKRUPT

One midnight deep in starlight still  
I dreamed that I received this bill;  
In account with life:

Five thousand breathless dawns all  
new,  
Five thousand flowers fresh with  
dew;  
Five thousand sunsets wrapped in  
gold;  
One million snowflakes served ice  
cold;  
Five quiet friends; one baby's love;

One white-mad sea with clouds  
above;  
One hundred music-haunted dreams  
Of moon-drenched roads and hurry-  
streams;  
Of prophesying winds, and trees,  
Of silent stars and browsing bees;  
One June night in a fragrant wood;  
One heart that loved and under-  
stood.

I wondered, when I waked at day,  
How—how in God's name I could  
pay. —Cortland W. Sayers.

## YOUR NEW JOURNAL STAFF

The May-June issue brings to a close the work of a Journal Staff whose names you have seen on the left hand side of the Contents page for several years; and the news that you have been waiting for—of whom will the new staff consist.

We announce the organization of the new staff with a feeling of deep satisfaction. Mrs. Violet L. Crowley, 3105 Tangleway Road, Houston, Texas, Editor. Mrs. Crowley has served as President of the Texas State D. A. A., edited the "Views of the News" department of the Journal for two years and has been a member of the National Board of Trustees for the past two years, serving as Eighth District Trustee. She will have as contributing editors: Miss Marie Johnson, 234½ West Wisconsin street, Portage, Wisc., Miss LeDonna Allen, 78 Buchanan, San Francisco, California and Sadie Leach, 1029½ Madison street, LaPorte, Indiana. The new Editor of the "Views of the News" section will be Miss Clara Samson, 6730 Malabar street, Huntington Park, California and the Business and Advertising Manager will be Mrs. Dorothy McLeese, 419 First National Bank Building, Houston, Texas. Mrs. Dorothy Kowalczyk will continue to act as Subscription Manager, with office in the Central office of the ADAA, 410 First National Bank Building, LaPorte, Indiana.



VIOLET CROWLEY

Editor THE DENTAL ASSISTANT

As the retiring editor completes the proof-reading of the last page proof of this issue, and pastes the final proof in the last page of the dummy, ready to go out of her hands and to the printer, her heart is very full—her hands empty. The years as your editor have been so rich an experience that no words can possibly express what is in my heart as I lay this task aside. I can only say a heart-felt "Thank you"—that's for the letters of encouragement—the kindly forbearance when errors of commission and omission have been made—and all of the lovely friendly things that have come my way. My warmest personal regards to you all and please give the new Editor the loyal support and co-operation that you have given me.

Sincerely,

Sadie Leach.

MAY-JUNE, 1950

## TO YOU WHO ARE RECEIVING CAPS

By Charles McDonnell

Miss President, Ladies of the Connecticut Dental Assistants Association, and guests, this is a unique gathering for various reasons. Personally, it is the first time in my career that I have had an opportunity to tell any member or members of the opposite sex what I thought of them without a chance of a comeback. From your standpoint it marks the launching of a program to improve Dentistry and to raise the standards of the Dental Assistant.

Those of you who are to receive your "caps" today are to be congratulated, not only for the ability that you have demonstrated in successfully passing your exams but too, that you are pioneering this movement to improve yourselves and dentistry in the state. Your association and the national association have both striven for a long time to accomplish what is being fulfilled today—the start of a better relationship between the dentist, his personnel and his patient. The rest is up to you. You have a tremendous responsibility and you have a choice of two paths to follow; your choice will determine whether you will be a success or a failure in your work. Many girls become dental assistants merely to mark time until they marry and consequently they act accordingly—have little interest in their work which starts at 8:30 or 9:00 o'clock and stops at 5:00. Some others have the same goal in view (marriage), but have a different aspect of their job and take it seriously; still others, go into this work lock, stock, and barrel and make a career of it.

If any of you are in the first category—just marking time and want a

job for the present, I beseech you to stop now and get out of dentistry—there are easier ways to make a living and you will be doing a favor to your employer, his patients and yourself. On the other hand, if you are prepared to put your heart and soul into dentistry, to think it and act it and sleep it 24 hours a day, if you can believe that it is one of the most important professions in the world and you are a vital part of it, you will be a success, a credit to yourself, a comfort to the man you work with and the people with whom you come in contact.

As a dental assistant you are much more than the name implies, you are an ambassador, an emissary between your employer and the main source of his income.

When you answer the phone you represent your doctor, and the impression the patient receives from your voice and mannerism is a lasting one that is directly connected, in the mind of the patient, to the doctor, not to you. On the phone, even more than in a face-to-face conversation your voice must denote interest and sympathy in the caller's problem; you must use tact regardless of who is on the other end of the wire. Never forget that every patient, regardless of their position is a potential source of your employer's income—and yours. You should always be ready to recognize an emergency and act accordingly.

A short while ago a very close friend and neighbor of mine dropped her denture while cleaning it and broke a tooth. She immediately called her dentist's office, explained to the assistant what had happened and asked for an appointment. She

was told that the first time the doctor had available was in 18 days at 11:30. Now this patient is a very intelligent person but do you know what her reaction was? She asked me that night which was the best advertising laboratory to go to because she read they made immediate repairs. That dentist almost lost a good patient because his assistant was a poor ambassador, she didn't put herself in the patient's position and didn't realize how all important that broken tooth was to her. How many more patients are lost every day by our not understanding their problems and sympathizing with them? How many times could you arrange to have some patient be seen between appointments in the second chair or in the hygienist's room and thus cement that bond between her and your office?

When you receive a patient in the reception room you immediately make him feel at ease by your attitude or you can make him sorry that he ever made the appointment. Isn't it much nicer to greet a patient as soon as he enters the reception room than to make him feel ignored and wonder whether anyone is in the sanctum sanctorum? There is nothing more aggravating to a patient, especially to one who is nervous, than to sit in a reception room and feel that he is being neglected.

Your duty to a patient begins from the time he enters the door and he has a right to some attention, not from the doctor necessarily, but from you. He has a right to know how long he is going to have to wait—how does he know whether to start reading a story or just to look at some pictures? As a matter of fact, it is always a nice gesture to hand a patient a professional magazine and pick out some article on dentistry that might apply to him, just to get him in the proper frame of mind

for that selling job that your boss is going to do on him when he gets in the chair.

Many dentists dislike to work for children. Although I think they make a big mistake I can understand their attitude. Due to many reasons including home training and negative publicity the average child is a poor patient and a hard one to work for. He enters the reception room full of fear and trembling. He knows that he is going to be killed or a reasonable facsimile of it, and what a world of good you can do that child before he even sees the doctor. A professional friend of mine told me only a few weeks ago that, except in case of emergency, he doesn't even see the child patient on the first visit. His receptionist and hygienist spend the whole appointment making the youngster feel at home, first in the reception room and then in the operatory and laboratory; they show him models, X-rays, artificial teeth and any number of strange things that only can be seen in a dental office—even that ride up and down in the motor chair will make a lasting impression on the child and will prepare him to come back for that second appointment and leave his fear at home. My friend feels that this time is well spent and that more often than not it makes a better patient faster.

There are many ways that you can ethically bribe a young patient and make him your friend. Some girls are very adept with cotton rolls and pipe cleaners. We have all seen some very clever dolls and figures made with them and colored with ink and lipstick. Then there are rubber moulds of animals and well known characters such as Walt Disney's and Howdy Doody that can be used to pour plaster models. These are often painted with water colors and made very presentable. Then

again there are any number of plastic models of various characters and animals in different colors than can be bought all made up and ready to use. These various "bribes", if you will, can be presented to the child of tender age either when he first comes into the office or as a reward for being a good patient when he leaves. The making of these novelties would make a swell subject for one of your monthly meetings and exchanging ideas will tend to a more varied assortment of gadgets. Of course, as the patient gets older the type of token should change. I know of some offices that give puzzles, baseball bats, indoor baseballs and other things which appeal to the older child.

Don't forget that the child of today is the adult of tomorrow and although most men don't like the child patient they should cultivate him because he not only is the son of a patient but he is the patient of tomorrow. The burden lies with you to make the child a good one.

If you are really interested in your work, if you are proud of dentistry and of your job you won't quit work at 5 or 6 o'clock. You will talk dentistry, you will breath it and live it wherever you are evenings and weekends. Part of your job, and an important part at that is to radiate enthusiasm about your work, your office, and your employer. Enthusiasm is very contagious and if you can instill enthusiasm in others for dentistry you will make a better patient for someone, either your own dentist or some other, little matter who, as long as more people recognize the necessity for dental care.

I am sure that those of you who are sincere in your work want to become more valuable to your employer. Whether it's in a business or a professional office the best way that I know to become more valuable is

to do something or things more than your regular line of duty calls for. When the average dentist first employs a girl he expects her to receive patients, answer the phone, clean up after patients, make appointments, dismiss the patient and send out bills. That is all very good but there is a lot of difference in how these duties are performed as I have tried to tell you. You can do these things mechanically and might possibly get by. You can, on the other hand, put personality into your work and do a good job of it.

When you have mastered these various duties, isn't it much better to volunteer to do something more—or better yet, just go ahead and do it without saying anything about it. One can keep a want list of supplies that are getting low, keep their eye on the books and suggest to the doctor that he get after patients whose accounts are getting delinquent. Keep a check on the call list to see that patients are reminded to come back for examination every six months or more frequently depending on the policy of the office. Many girls help out in the laboratory by pouring models, casting inlays, trimming models and doing many other jobs that will take the load off the doctor's shoulders and make him appreciate her.

I would be completely remiss in my job if I didn't remind you of your duty to your association—the national, the State and local associations. You owe it to your doctor and yourself to support them all. I don't believe that any of you work for a dentist who doesn't belong to the local, state and national dental society and I'll wager that most of them attend most of the meetings regularly. Some of them are officers in their societies and take an active part in the programs. In the same way your associations merit your active interest. Without that interest they can-

not survive. For the last fifteen or twenty years I have watched our local dental assistants society struggle along and I mean struggle, and in my estimation the main reason for the hard time that they have had was because too much work was handled by too few girls.

Whether you realize it or not you have obtained a lot of help from your own society and you owe it to yourself and your profession to take an active interest in the affairs at regular meetings. You can't all be officers but you can all help and contribute to the success of your group by your presence and by voicing your opinions.

A minute ago I said that if you were really interested in your work you wouldn't confine it to the office and you wouldn't stop thinking dentistry at 5 o'clock. By this I have in mind an opportunity that is open to you in the field of Public Relations as it relates to the education of the public in the values of dental care.

There is no formal course in this field of Public Relations for Dental Assistants as regards dental health education and this is a challenge to your initiative too, it affords an opportunity to those of you who will accept the challenge to blaze trails and be pioneers in the future progress of Dental Assistants' activities.

Recent expressions of approval from the profession are your assurance that your help will be welcome. Dr. Michael B. Messre, President of the Rhode Island Dental Society in his address of welcome to the Dental Assistants at the Rhode Island State meeting last month urged the assistants to perfect themselves in public relations activities, as regard the education not only of the patient in the office, but of the public. The Dental Assistant as a public relations emissary was the theme of his entire address.

Also in the 1949 Annual report of the Oral Hygiene Committee of Greater New York, it was recommended that the Dental Assistant Societies be invited to join the committee as affiliated organizations and that they have representatives appointed to sit with the committee.

This is an important recognition for the Assistant in the field of dental health education as the activities of the Oral Hygiene Committee are devoted to dental health education. Their motto is "Prevention Through Education." It is a motto you might well adopt.

I am sure that you as a group and individually would have the wholehearted support of the local dental profession as an important ally in the field of Public Relations. Because it is a pioneer movement, if you will develop your Public Relations techniques as a group, your efforts may be more successful. However, that does not preclude the development by each girl individually of a plan for a public relations project.

Your most favorable opportunity to engage in a community project is to develop a plan whereby you can tie in your activities with whatever program is instituted in your community by the profession for the observance of the Annual Children's Dental Health Day.

The popularity of such a program is attested by the fact it was publicly recognized on radio, television, press and other groups by their active interest. Such stars as Martha Dena, Dorothy and Dick, the Fitzgeralds, Burns and Allen, Arthur Godfrey, Jack Benny, the Quiz Kids and others have given publicity to the movement.

I might suggest that if you agree with such a movement your local group appoint committees to call

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## "IT IS UP TO YOU"

By Frances Cartwright

If your doctor's office is not a success in these days of prosperity, Dental Assistants, maybe it is your fault. In any case, it is fitting for us to take stock of ourselves and our office to see where we stand.

First of all, let's start with you—

What is your attitude toward your work? Do you feel that you have an important place in assisting your doctor in alleviating pain, promoting health and education which in turn means happiness and prosperity to a community and a nation? Do you have confidence in your doctor's ability and prove it by your constant loyalty and respect for him and his profession? Do you enjoy your work or are you working for closing time and payday? Do you enjoy people, old and young? If you cannot answer "yes" to these questions in the beginning, then you should change your profession lest you hinder rather than assist your doctor.

Next, for a check on your personal appearance. Suppose you could work for one day before a full length mirror where you could check your every expression, movement and detail of personal appearance. From head to toe this is what you should see—hair that is clean, shining and becomingly groomed. Eyes that are clear and alert, expressions of proper rest and relaxation. Complexion that is clear and blemish free, revealing good diet and health habits. Teeth, well kept and proudly displayed by a pleasant smile. Hands and nails, well groomed. A trim, neat figure in a professional styled, well-fitting and immaculate uniform. Hose with seams that are straight and shoes that are comfortable, clean and well-kept. Then last, as

you move about, a grace and buoyancy which says you are glad to be alive and proud to be a part of a profession which demands the skill, efficiency, alertness and precision of a good Dental Assistant. Your appearance has an important bearing on the efficiency of your office and a lasting impression on your patients. Remember it is up to you to make it right.

Now, to check your capabilities:

First—what kind of a housekeeper are you? The eye is the window of the mind and before a word is spoken the eye records many things that will impress or repulse. It is up to you to remember that you have company coming every minute of the day—particular and important company. That is the way every visitor or patient should be considered, no matter how often they came to the office.

Is the furniture modern, clean, and in its proper place? Are the magazines up-to-date and neatly arranged? Are the floors, the lights and the curtains clean? Will the reception room impress all who enter with its neatness and cleanliness, as well as radiate an atmosphere of comfort that will make people feel at ease? Do you have good ventilation, suitable pictures and educational as well as entertaining literature? Are your operating rooms spotlessly clean, your laboratory in order? Do you know all the rules and the very great importance of sterilization? All these things are important details to your patients and in turn to your doctor, so it is up to you to see that everything is in tip-top shape.

Second, how good are you at handling people? Are you tolerant, sympathetic, kind, genial and with a sense of humor? You must realize that the patient is the most important person in your office. He is not dependent on you, but you on him. He is not an interruption of your work, but the purpose of it. He is not another name for your records, but a flesh and blood human being with feelings and emotions like your own and with biases, prejudices and idiosyncrasies. He is a person who brings you his ills and you must handle them profitably to him and to yourselves. In your public and professional relationships, it is well to remember and practice the Golden Rule, and as Dental Assistants, we should ever strive to make ourselves so radiant, so kind, so genial and so pleasure-bearing that we instinctively radiate good-will to our patients and to all mankind. In dealing with people, we must not forget our telephone voice and manner. Since the patient cannot see our expression, we must learn to put a smile in our voice. A pleasant, business-like manner of speaking in a well modulated voice, creates a good impression on the person who calls, whether old or new.

Third—how good an office manager are you? Have you learned to crowd the most service, satisfaction and dollars into your doctor's work? The dental assistant is practically 100% responsible for the successful conduct of the doctor's practice, aside from the actual dental operations. You can relieve a lot of pain, promote a lot of good will and incidentally put a lot of dollars in your doctor's pocket by proper management of time and patients. An examination may result in radiographs and consequently fillings, pyorrhea treatments, or other restorative work. The extraction case may result in

complete extractions and replacement with full dentures. A check of baby teeth may result in the saving of the all important and much neglected six-year molar, as well as a lesson in dental education for the parent. Your work tomorrow is built on today's good will. Don't pass up an opportunity for your doctor even if it means crowding your schedule a bit. A prophylaxis or recall list means that your doctor is interested in the future health of his patient—that they are not forgotten when the door is closed today. An emergency call list means a saving of time for the doctor and the patient for broken or cancelled appointments.

Are you economical? There are many kinds of waste in the dental office. Waste of time, energy and materials means taking a share of your working day profit. Do you save time by looking ahead, planning operations and movements? Do you save materials by mixing only enough cements, amalgam, etc? Are you an efficient buyer of materials. A penny saved is a penny earned is an old adage, but it still works, so practice economy.

By no means least among your business duties is that of handling fees and collections. You can save your doctor much time and embarrassment by being a tactful and diplomatic business manager.

Aside from all the above mentioned characteristics and duties, which seem like a big order already, your all important role is to concentrate on chair assistance. Each operation should be just as interesting to you as to the doctor. You should follow his work so closely that you will know just what instrument is needed next. Never let your eyes leave the work for a single moment. If you do your mind will wander and when the doctor needs your assist-

(Continued on page 93)

# YOU AND YOUR TELEPHONE

By Sylvia Danenbaum  
700 West 175th Street  
New York 33, N. Y.

Handling the telephone in the dental office is essentially the dental assistant's work. Knowing how to handle telephone calls skillfully is vitally important, like knowing exactly how much salt to pinch into the soup in order to bring out just the right flavor. In a dental office, ability at the telephone means getting results—that is, making a pleasing impression, gaining goodwill, having people LIKE to telephone you.

The new patient is usually introduced to the office by telephone. The majority of patients call up for an appointment and they receive their first impression of the office through that call, handled by the assistant. Now, we all want to make a pleasing impression, whether over the telephone or face to face. Every time we speak on the 'phone we make a definite impression, good or bad, on the person who is talking to us, just as we, ourselves, receive an impression of the person on the other end of the line. Our voice, what we say, how we say it, reveal us to others on the telephone. And, much of the success of our work depends on that telephone impression, because when it is favorable it creates confidence and goodwill for the office we represent. Although we can't actually see the person who is talking at the other end of the line, we can imagine what he is like. How many times do we talk to people by telephone and then when we meet them personally we exclaim, "Why, she's just like I pictured her!" or "How different he LOOKS from the way he SOUNDS on the telephone!" In the same way, the patient gets an impression of the

dental assistant. If we sound indifferent or careless or hurried, the patient feels that we ARE indifferent and careless and so is the dental practice of which we are a part. Why create such a picture when with a little effort and care, we can sound congenial and cooperative and pleasant to talk to. And so, when speaking on the telephone, don't just talk into the receiver as if it were a dead piece of machinery. Try to visualize the caller and converse as if sitting together in the same room, face to face. Just remember that the patient on the 'phone cannot see your smile or your gestures, so that you must make up for that lack of visual contact by putting a sparkle in your voice.

Here are a few pointers on how to acquire this essential telephone personality, how to put that sparkle in your voice:

1. Speak clearly and distinctly and without hurrying. Speak more slowly than when talking face to face because the patient does not have the advantage of watching you, of seeing the changing expressions on your face. Use a quiet, conversational tone of voice; a loud tone will jar the ear of the caller. You save yourself and others a lot of time and annoyance when you make yourself understood without having to repeat what you said.

2. Have the telephone in a place where you can use it with ease, without being disturbed or disturbing others. It should be, if possible, in a spot where waiting patients or the patient in the chair cannot listen in. That puts you at your ease. Saves

a lot of embarrassing moments, too!

3. When the telephone bell rings and you pick up the receiver, you do not know who is calling. It may be one of the most valued patients or a prospective patient who could become one of those most valued patients. You are the Welcoming Committee of One and the welcome you offer is the promptness and pleasantness of your answer, the friendly attitude you show in your first greeting, even before you know who is calling. If you recognize the voice (and you should!) pay the patient the courtesy of calling him by name before he tells you who he is. Often your greeting actually determines the attitude of the caller and gives an agreeable tone to the conversation.

4. As we all know from our own experience, nobody likes to be kept waiting. Answer the tingle of the telephone as promptly as possible. Keep the caller waiting and he can easily say to himself: "What's the matter with that office? Don't they WANT to talk to patients?" It works the other way, too. Don't lift the receiver before the bell stops ringing because then the caller might think: "Don't they have anything to do in that office except to sit there and wait for the 'phone to ring?" Strike a happy medium and keep your callers in a happy mood!

5. Have a pad and pencil within reach. Write down a memo of every call so that you do not have to depend entirely upon memory. Write down something, even if it is just a couple of words to act as a memory-refresher. Usually we remember the things we write down but sure as shooting, the ONE message we are positive we won't forget and therefore do not write down, is the message we DO forget! If these memo notes are jotted down in a permanent form in a stenographer's book, you can always refer back to them at a

later time if need be, to check up on a message. When it is necessary to convey information to the doctor while he is working at the chair, write that message on a small card or pad and hold it up behind the patient's back for the doctor to read. In this way the patient does not feel that his treatment is being interrupted.

6. To greet a telephone caller by saying "hello" is now considered rather old-fashioned. Nowadays we all answer by saying "Dr. ....'s office." It is a good thing to remember, however, when we ourselves are making a call, to identify ourselves immediately with "This is Dr. ....'s office" or "This is Dr. ....'s secretary," or Dr. .... would like to speak to Mr. R." This saves time by eliminating the need for the other party to ask who is calling. Or if you are returning a call, start right in with "Dr. .... is returning Dr. ....'s call." Then the party on the other end of the line knows who you are and what you wish, without asking, thus again saving time and conversation. It won't sound abrupt if you say it with that sparkle in your voice.

7. When making a call to discuss an office matter, always have all the information you will need right at hand before you start—charts, correspondence, X-rays, whatever you might need to transact the matter. This gives you the facts promptly as you talk and cuts down the length of the call because you are not forced to leave the telephone to seek information during the conversation. This preparation also relays to the person to whom you are speaking, the impression that you are well-informed and alert.

8. When a patient calls and hesitates to tell you what he wants but asks to speak to the doctor personally, you can say "Dr. B. is busy

with a patient now. Perhaps I can help you." The patient will generally appreciate this reply because he would expect and desire the same treatment if he were in the chair and would not want to have his work interrupted. Of course, it is not always so simple. Sometimes you get a "tough customer" who won't even tell you his name. You can solve this problem by asking for his telephone number and saying you will request the doctor to call him back as soon as he is free. If the caller has a legitimate reason for calling, he will then state that reason and you can judge whether or not to interrupt the doctor. If a patient calls for advice, you can offer to help by saying "Perhaps I can ask the doctor for you." In this way, YOU listen to the detailed explanation of the patient's symptoms and discomfort, and then put the explanation into a few pertinent words, if necessary. Then the doctor has the situation in hand and has his answer ready when he goes to the telephone, saving time and a long conversation. If a patient calls to make a complaint, one method of handling the situation is to thank the patient for bringing the matter to your attention and inviting him to come in to see the doctor at a mutually convenient time, when the doctor would be glad to personally talk over the question with the patient. It is to the advantage of the office to settle complaints face to face, not over the telephone.

9. About estimates and giving fees over the telephone—. It is generally agreed that no fees should be quoted over the 'phone. Simply say firmly but pleasantly, "The fee depends upon the services necessary in your case. No fee can be determined, really, until the doctor examines your mouth. Each case is

individual." Then make an appointment, assuring the patient that Dr. B. will do no work in her mouth until he has given her at least an approximate fee and she is satisfied to proceed. The patient may insist that surely there is a set fee for taking X-rays or for cleaning teeth. The answer to this can be that the fee is dependent upon how many radiographs are needed and how much time the cleaning requires. If the caller really wants dental care, she will come in. Those who do not make an appointment were just shopping around and probably would not have become patients anyway.

10. About personal calls—. Don't have personal calls. Don't have any but the most essential and then keep them short. It is not only a question of being unfair to the doctor by using HIS time for your personal affairs, but also, it ties up the line and a patient might be trying to get in on the line, and when the patient does get his call in, he could easily be in a bad mood. That's not building goodwill!

11. Always say "goodbye" at the end of a telephone conversation. No, that's not a joke! Unless you say "goodbye," the call is not certain that the conversation is ended. Just hanging up without a closing salutation leaves a flat sound in the caller's ear and mind. Always say "goodbye" and add the caller's name. It is a wise procedure, also, to wait for the party on the other end of the line to hang up, even after saying "goodbye," because he may frequently have an afterthought and will be annoyed if you are not there to hear it.

Your telephone voice is YOU. Keep it sparkling!

## TO YOU WHO ARE

### RECEIVING CAPS

(Continued from page 87)

upon the Program Chairman of the local Dental Societies and tell him that you want to offer your services for whatever project the society may have in mind for next year.

During the recent Child Dental Health Day the Oral Hygiene Committee in New York offered free X-ray examination to children in nine large department stores in Greater New York. The public welcomed this free service. Thousands of children were X-rayed at the nine stores. If your local Dental Societies would sponsor such a project, you could volunteer your services and offer a corps of assistants to assist in taking the X-rays.

If the Dental Society does not approve of free X-rays you could probably cooperate with them in contacting lay groups such as Girl Scouts, business women's clubs, church societies and others. Or you could offer the services of your group to handle the clerical details of any program the Dental Society institutes. These are only a few thoughts to start the ball rolling. You, I know, can develop more thoughts in your meetings as you are more familiar with the need of the patient.

For a program for the observance of this special day—Children's Dental Health Day, plan a letter to be sent to the mothers of the children in your practice just prior to the day designated. Invite them to bring the children in for a greeting by the dentist and to receive a booklet from him. The A. D. A. catalogue will suggest ideas as to the type of booklet you may want to suggest for various age groups.

In conclusion I want to remind you that you have a wonderful opportunity to develop your talents in the

field of public relations. You can make an important contribution not only to the profession, to the welfare of everyone who comes under your influence, but also to the career of Dental Assistants generally.

Thank you again for the opportunity to meet with you on this memorable occasion. I hope that you will always be extremely happy and successful in your chosen profession.

If I can help you in any of your future plans I shall deem it a privilege.

Charles W. Donnell.

(Delivered at the Mid-Year Meeting and Capping Exercises of the Connecticut Dental Assistants Association at the Hotel Taft in New Haven on February 19, 1950.)

### IT IS UP TO YOU

(Continued from page 89)

ance most he must wait until you find what is needed. Never leave the chair while he is working, even though you think he may not need you. It is very embarrassing for him to ask for your assistance when it is your duty to be ready to give it to him.

In summarizing, remember It Is Up to You:

To be proud of your profession,

To make your personal appearance in keeping with your profession,

To give your patient the place of most importance in your office,

To be a good office and business manager, and

To be an efficient nurse or chair assistant.

Remember that success is a continuous journey, never a destination and in your doctor's office—"It Is Up to You."

Frances Cartwright,

Greenville, Tenn., 1949

## LOYALTY BUILDS EFFICIENCY

In his famous Note Book, Elbert Hubbard, points out that "Loyalty is the great lubricant in Life. It saves the wear and tear of making daily decisions as to what is best to do. The man who is loyal to his work is not perplexed by doubts."

Nothing grows and prospers well unless it has a purpose and sound foundation. A vine can crawl on the ground and lie unnoticed until someone comes along and trains it along a fence or around a trellis and then the same vine becomes an object of purpose and beauty.

In order to function efficiently, our Dental Assistants Societies must have an approved set of rules. Therefore, we have our A. D. A. A. Program, which is the plan by which we co-ordinate the activity and correlate the thinking of the members in our state and local societies. This program is based on the policies of our association, and comes from the action of our annual A. D. A. A. conventions, where the membership as a whole, through its trustees and delegates, voices its opinions and recommends action. To these suggestions and recommendations from the state and local societies, we add the thoughtful plans of the A. D. A. A. major officers and standing committees.

This information is sent to the officers of the state and local societies, in the form of bulletins, letters and messages of general interest; to be brought before the membership for their information, and then placed on file, with the proper officer or committee chairman, so that they can make use of it in planning the society's activities.

We should try in every way possible to promote mutual and progressive ideas in our state and local so-

cieties. Every member should have a copy of the Constitution and By-Laws of her respective society. This will give her a better understanding of why certain things are done and why they must be done that way.

Your Trustee will supply new societies with sample copies of Constitutions and By-Laws and will be glad to aid you with any questions that you may have regarding your present ones.

Following are some of the articles needed in a Constitution and By-Laws:

1. State Object and Purpose of Society. Your members should know why they are members and for what purpose the society is formed.

2. Qualifications for membership must be outlined. Graduation from high school or its equivalent, etc.

3. The amount of the yearly dues must be stated.

4. List Officers and Committees. President, President-elect, Vice-Presidents, Secretary and Treasurer. Standing and Special Committees.

The By-Laws explain the Constitution:

1. Explain the qualifications of membership.

2. Define the duties of your officers and committee members.

3. Numbers of members on the various committees.

4. State length of time an officer may serve, i. e., a president may serve one or two terms, or until her successor is duly elected and installed. Committee members may serve a certain number of years, or members may be rotated.

5. List the order of business of the meeting. This is a distinct aid to new officers and gives them a definite pattern to follow in conducting a meeting.

6. From time to time you may have to add rules to your By-Laws or you may find that certain rules are outmoded and not suitable, so it is in order to amend yours.

7. Amendments made to your Constitution and By-Laws should be sent to the General Secretary of the A. D. A. for approval before being placed in your final copy of amendments.

Remember to read and know YOUR Constitution and By-Laws; they are for your benefit. Realize that the power of your organization is retained by the body (or members) unless delegated to the officers, the Board of Directors or Committees by the By-Laws or by motion from the floor.

To attain goals, they must be planned for and the plans organized; but adapting these plans to fit the needs and abilities of your society will require the active participation and assistance of every member.

New members should be made to feel welcome and at home. Give them something to do so they will BELONG.

The leaders of your groups should be chosen for their ability to get along well with others; tact, dependability, friendliness are important. The chairman of any group should set an example of tact and courtesy. To control others, one must be able to control one's self.

Meetings should open and close on time.

Meetings should be dignified but not stiff. Everyone should feel comfortable.

Courtesy is always in order. Courtesy will engender goodwill, and goodwill makes friends for your society.

"Loyalty" to our A. D. A. A. goals will advance the aims of our associations.

Harriett Darling, Chairman

## LOYALTY BUILDS ATTENDANCE

At

### Local, State and A.D.A.A. Meetings

A recommendation brought to the 25th annual meeting of the American Dental Assistants Association, was that definite steps be taken to see that the dentists are made more thoroughly acquainted with the aims of our Association, and that they be impressed with the importance of their assistants belonging to our Association. This bulletin is planned to develop that need and also impress the non-member dental assistants with the advantages of belonging to our Associations.

### ADAA MEMBERSHIP EXHIBIT

Remember that one of our best methods of acquainting the dentists and non-member dental assistants of the aims and importance of our Associations is through our ADAA Membership Exhibits at annual state meetings. Now, is the time to start plans for yours. Write your state dental society asking for space to show this Membership Exhibit; a booth 5½ feet wide will be ample. Write the ADAA Executive Secretary and ask her for the ADAA materials that are available for use in this booth—be sure and tell her what you need them, and to whom she is to send them.

Arrange to have two or three of your members who are well informed in the activities of the ADAA and your state society in charge. Members in charge should be dressed in white uniform, cap, hose, and shoes, and be wearing the ADAA Pin. Be sure that they have a supply of your society's Membership Application Blanks with your state secretary's name and address on them.

## ADAA JOURNAL

Our ADAA Journal, "THE DENTAL ASSISTANT", contains articles pertaining to dental assisting that are of an educational and informative nature; also current association news. Be sure that the friends of our vocation are acquainted with the aims of our Association by selling them a subscription to our Journal so that they can read it and be informed of our aims and activities.

Remember, that each year, the Journal gives two awards for selling subscriptions to the journal to non-members—the state association selling the largest number will receive the Outside Subscription Trophy, the runner-up will receive a \$10.00 award. Four copies of the name and address of the subscriber must be sent with checks for Outside Subscriptions which are \$1.50 per year.

If you have the creative urge to write an article or inspirational paper, do so, and send it to the Editor of the journal for she is always looking for articles of merit that pertain to Dental Assisting so that she can publish the kind of a journal that we want.

This year a prize of \$25.00, from the Journal Fund will be awarded to the member who writes the best article of educational value to the assistant and/ or for the general welfare of the vocation. Members of the Journal Staff are to be the judges, and the contest will close sixty days prior to the Annual Meeting in 1950.

## MEETING NOTICES

Prepare an article with membership appeal for the March and April issues of your State Dental Journal, or for the program of your state dental meeting. Give the amount of your dues, information about your state meeting—time, place, registration, etc., signed by your state secretary with her address.

Have notices of local meetings and publicity for annual state meetings in newspapers—if you can use pictures, it will help.

## ENTERTAIN EMPLOYERS

A fine way to create a good feeling between the Dental Society and the Assistants' groups is to have the Assistants entertain their employers at a dinner once a year. Plan a program that will be of special interest to the Doctors, and then have some event which will show them that we are a group interested in improving ourselves. Some groups report that they have conducted their "Capping Ceremony," for their new "Certified Members," at these meetings, and they have brought many favorable comments and have given the Assistants the opportunity to better acquaint the doctors with our Certification Plan.

## REMEMBER THE BEST PROGRAM CONTEST OF 1950

The Public Relations Committee is again conducting a Program Contest for the year. An award of \$10.00, and first and second Honorable Mention Ribbons, will be awarded the State Associations that submit the best educational programs for the year. An award of \$10.00, and first and second Honorable Mention Ribbons will also be awarded the Local Societies that submit the best set of programs for at least six regular meetings of the season 1949-50. This contest will close two months prior to the national meeting. It is suggested that as soon as your programs are available that they be sent to the Chairman of the Public Relations Committee.

## YOUR ADAA EMBLEM PIN

Your ADAA Emblem Pin identifies you as a member. Are you wearing yours? Every member should have a Pin and should wear it always. Be recognized. Be proud you are a member of such a worthy organization. Let it be known!

At the National Convention in San Francisco, October 1949, the recommendation was presented and accepted that Component Societies appoint Pin Chairmen. These Chairmen will be directly responsible to their District Pin Committee member. **ATTENTION, PRESIDENTS OF COMPONENT SOCIETIES**—If you do not have an acting Pin Chairman, appoint one NOW and send her name to the Pin Committee member of your District. She is depending upon you.

A tally will be made of all Pin and Guard sales for the period beginning January 1st and ending September 1st. A prize will be awarded to the Pin Committee member whose District has the largest number of sales in proportion to its membership. Help your District win the prize award by making it your duty and your desire to have and to wear the Emblem Pin.

Vera McLaren, Chairman.

## ATLANTIC CITY IN 1950

**WHAT?** American Dental Assistants Association Convention.

**WHERE?** Chalfonte-Haddon Hall, Atlantic City, New Jersey.

**WHEN?** Monday, October 30, 1950—Thursday, November 2, 1950.

**HOW?** By train, plane, bus, or WALK!

It is time again to start planning to attend the American Dental Assistants Association Convention, this year to be held at the beautiful Chalfonte-Haddon Hall, in exciting Atlantic City.

Just picture yourself under clear, sunny, October skies, strolling along that fabulous boardwalk, shopping or just gazing at the many and varied articles sold.

Don't like to walk? Well then, how does a trip along the boardwalk in a comfortable rolling chair sound?

Feel lazy? Then a chair on the sun deck of the hotel, or on the beach where sun and surf can do their job of relaxing a tired person, is just the right answer.

Is riding your favorite sport? Horses are available for rides along Atlantic City's miles of beautiful beaches.

For the more active person, a few hours spent at the Steel Pier always gives one an interesting and instructive afternoon.

Do you like auctions? Atlantic City is famous for the many auction galleries.

Just remember those very important dates—October 30, through November 2, 1950 and we'll see you "On the Boardwalk in Atlantic City."

An application blank for your hotel reservation will be found on page 123 of this issue of THE DENTAL ASSISTANT.

Margaret E. Volpe  
Publicity Chairman  
A. D. A. A. Convention.

# CONVENTION COMMITTEES

## PROGRAM

Evelyn Brett, Chairman ..... 401 Butler St., Etna, Pa.  
Margaret Hill, Co-chairman ..... 599 Irving Place, Long Branch, N. J.

## CONVENTION ARRANGEMENTS

Ruth Doring, Chairman ..... 85 Park St., Montclair, N. J.  
Lillie Fairchild, Co-chairman ..... 50 Hampton Terrace, Orange, N. J.

## REGISTRATION

Steve Ann Montgomery, Chairman ..... 5114 Bowser St., Dallas, Texas  
Alice Eder, Co-chairman ..... 756 Wright Ave., Camden, N. J.  
Barbara Cunningham ..... 131 Rhodes Ave., Haddonfield, N. J.  
Melina Battaglia ..... 274 Governor St., Paterson, N. J.  
Goldia Varg ..... 31 Lincoln Park, Newark, N. J.

## RECEPTION AND INFORMATION

Marie Kulbacky, Chairman ..... 337 Raritan Ave., Highland Park, N. J.  
Charlotte Johnson ..... 131 E. Commerce St., Bridgeton, N. J.

## ANNUAL DINNER

Eleanor Glass, Chairman ..... 701 Market St., Paterson, N. J.  
Irma Adams ..... 19 James St., Newark, N. J.  
Miriam Randall ..... 49 Park Ave., Bloomfield, N. J.  
Phyllis Allen ..... 12 S. Jackson Ave., Ventnor, N. J.

## ENTERTAINMENT

Grace Graves, Chairman ..... 905 E. 23rd St., Paterson, N. J.  
Margaret Lynch, Co-chairman ..... 52 St. Paul Ave., Newark, N. J.  
Jane Reynolds ..... 45 Church St., Montclair, N. J.  
Helen McDonald ..... 701 Parker St., Newark, N. J.

## PUBLICITY

Margaret Volpe, Chairman ..... 429 So. 16th St., Newark, N. J.  
Charlotte Myers ..... 31 Lincoln Park, Newark, N. J.

## CLINICS AND EXHIBITS

Florence Smith, Chairman ..... 333 Avenue C, Bayonne, N. J.  
Elaine Albans ..... 304 Broadway, Paterson, N. J.  
Evelyn Cranmer ..... 6556 Grant Ave., Merchantville, N. J.

## TRANSPORTATION

Florence Smith, Chairman ..... 333 Avenue C, Bayonne, N. J.

## HOSTESSES

Official ADAA Hostess ..... Jeanne Loiselle, Trustee, 2nd District  
Official Suite Hostess ..... Marie Johnson, ADAA Third Vice-President  
Local Hostess ..... Edith Worth, 7 Brown Place, Red Bank, N. J.

## PAGE

Doris Jagger ..... 23 Harvard St., East Orange, N. J.

## A. D. A. CAMPAIGN TO HELP NEED FOR NEW DENTAL BOOKS ABROAD

Dentists and dental societies throughout the United States are urged to give concerted support to the campaign of the American Dental Association to help raise world health standards by establishing new dental libraries

(Continued on page 103)

**ANNUAL REPORT OF CHAIRMAN OF A. D. A. C. B.  
TO THE HOUSE OF DELEGATES OF THE  
AMERICAN DENTAL ASSISTANTS ASSOCIATION**

**October 15, 1949**

Madam President and Members of the House of Delegates:

I wish to make the following report to the House of Delegates of the American Dental Assistants Association for the American Dental Assistants Certification Board, Inc.

At the close of the 1948 Annual Meeting of the American Dental Assistants Association there were 154 of their members certified—49 by examination, and 105 without specific examination.

At the close of the 1949 fiscal year, October 1st, we have 864 certified members—493 by examination and 371 without specific examination. These figures should give you some idea of the tremendous amount of correspondence and clerical work incidental to the certification of these members, that has been handled by the members of the Board, particularly the Secretary, during the past 13 months.

The 1948 House of Delegates referred the following recommendations to the Certification Board for consideration:

The State of Rhode Island recommended: THAT the subjects "Pharmacology and Bacteriology be eliminated as requisites for the education course." The vote on this recommendation was negative.

Another recommendation from Rhode Island: THAT a dental assistant be employed by an ethical dentist for a period of one year in order to become eligible for the Certification Examination. This motion was rejected.

A recommendation from the Tennessee Society to shorten the time of employment to one year was taken care of by the action on the recommendation similar to it from Rhode Island.

Minnesota recommended: THAT Certification Examinations be held immediately following the completion of the Study Course instead of waiting for the next annual state meeting. The vote on this motion was negative.

The members of the Board felt that since there is a provision in the Rules and Regulations, Examination, Section 5: "The board may grant permission to hold examinations at a time other than at the State Meeting," that if there is urgent reason why the examination should be held at a time other than at the state meeting, permission can be granted in special cases, but that it is desirable to hold the examinations at state meetings, otherwise it would work a hardship on the examining committee. Permission may be granted to a state that will hold only one examination in one year, to hold it at a time other than at their state meeting, several examinations in different parts of one state during the year cannot be permitted.

Washington State's recommendation: THAT the time of employment be reduced to one year had been taken care of in a previous motion. This State's recommendation: That the Certification Board make available to all instructors' groups all questions which may be asked in the examination in order that they may be sure they have covered the necessary "ground" was rejected.

Washington's recommendation to allow examinations to be held where the Course is given at the completion of the Course was taken care of in a previous motion. A similar recommendation from the American Dental

Assistants Association's Educational Committee was taken care of by action of the vote on Minnesota's recommendation.

A recommendation from the American Dental Assistants Association Education Committee "THAT the 1948 Revised Edition of "A Textbook for Dental Assistants" by Irwin R. Levy, D. D. S., be the official text for the 104-Hour Study Course, to be supplemented by material added by the instructors, was adopted.

Southern California Recommended: THAT the Certification Board furnish the state advisory Committee chairman of the Dental Society with a master group of 600 questions, 200 of said questions to be used for the written examination by the State Certification Examining Committee. This motion was rejected. The Board felt that the subject matter of the course and the ability of the applicants to do their own thinking was of more importance than a list of questions.

Southern California recommended: That the Certification Board shall authorize the local component societies to conduct their own laboratory examinations under the supervision of the state certification examining board and the local component advisory committee. This motion was rejected. Here again the Board felt that all procedures should be taken care of by the state examining committee at one time.

No action was necessary on the recommendation from Southern California: That the Certification examinations in local component societies upon completion of their individual prescribed study course as well as at all state annual meetings, as these proposals had been taken care of in previous motions.

During the past term the Chairman and the Secretary-Treasurer of the Board worked together on many matters—this being possible because of their geographic locations, being less than fifty miles apart we were able to get together on many occasions and thereby accomplishing much more than could have possibly been done through correspondence.

The first task we undertook was the revision of the 104-Hour Instructor's Study Course Outline to conform with the new schedule of hours recommended by the American Dental Assistants Education Committee at the 1948 Meeting.

Second, the revision of the application blanks for examination and certification without specific examination—these are both now in printed form and are much more easily checked and processed.

Our third project was the revision of the General information Bulletin. When this was completed it was sent to all affiliated societies, and published in the March-April, 1949 issue of the Journal—"The Dental Assistant."

The Rules and Regulations were given our next consideration. On advice of the lawyer who assisted with the completion of the Incorporation, the Rules & Regulations were separated from the By-Laws. These Rules and Regulations were made up in printed pamphlet form and mailed out to all affiliated societies of the American Dental Assistants Associations, and published in the January-February, 1949 issue of our journal. A letter to all state and local secretaries and a post card seeking information pertaining to forthcoming examinations were also sent to the secretaries with this pamphlet.

At this point we were getting a number of queries regarding certain points in the rules which were not generally understood by the member-

ship. A letter clearing up these questions was compiled and mailed to all affiliated societies. At the same time we mailed a copy of the Certification Ceremony. The Certification Ceremony was published in the May-June, 1949 issue of the Journal.

The compilation of the Directory was one of the most tedious assignments this past year. All names had to be sorted and arranged alphabetically and by states. Up to January 1st, 1949 we had 376 certified members. Seven hundred and fifty copies of the Directory were printed and sent to the following groups: All members of the American Dental Association Board of Trustees, all secretaries of state affiliated societies with the American Dental Association, all members of the American Dental Assistants Association Board of Trustees, all state and local secretaries of societies affiliated with the American Dental Assistants Association, and all certified Dental Assistants. Total mailed out, 698.

Early in the year we found that there were so many enrolled in classes in some parts of the country that it would be a physical impossibility in some states to have all applicants examined at the same time, therefore, the suspension of Rule 8 of the Rules and Regulations was an absolute necessity. A letter was sent to all societies March 27th, 1949 giving notice of the suspension of this rule for a two-year period. The Board members felt that by that time the number taking examinations in any state would not be so great, and that the Rule would again be enforced.

While attending meetings and participating in the conduct of examinations we found there was a dire need of information for persons responsible for the presentation of the courses and the conduct of the examinations. Therefore, a list of suggestions to state secretaries was compiled and sent to all societies along with a letter and post card seeking information pertaining to examinations which are to be held during the coming Fall months.

Finally, a list of suggestions to Education Chairmen with sample letter and application blanks have been compiled and sent to all affiliated societies so as to assist chairmen of education committees throughout the country with the preparation and conduct of their courses. A list of suggestions and method of procedure in conducting examinations has been compiled and presented to the Board at this meeting, which we hope will be adopted because we feel that this will greatly simplify the preparation for these examinations.

During the first year of existence of the Certification Board it became necessary to borrow \$500.00 from the American Dental Assistants Association. We are greatly indebted to the Organization for this loan and are happy to report that on December 10, 1949 this loan was paid back to them.

At this time we would like to express our appreciation to the American Dental Assistants Association for the courtesy they have extended to the American Dental Assistants Certification Board in publishing material for us in the Journal, and for loaning us the money to carry us over our first year, which is always a crucial one for any organization.

One of the things that is most generally misunderstood by the members, the officers of both the American Dental Assistants Association and the American Dental Assistants Certification Board is that these two organizations are entirely separate, each with their own Articles of Incorporation, By-Laws, Rules & Regulations, etc. The Article in the American Dental Assistants Association By-Laws pertaining to the Certification Board is as follows:

MAY - JUNE, 1950

## ARTICLE XII, CERTIFICATION BOARD

Although these by-laws provide for the determination of the personnel of the Active Membership of the American Dental Assistants Certification Board, Inc., said organization is independent of the American Dental Assistants Association and is autonomous in the matter of its examinations, fees, dues, assets, time, place and frequency of meetings, election of officers and representatives, and all other affairs whatsoever; and this Association is not and shall not be responsible in any manner whatsoever for any of the acts of the American Dental Assistants Certification Board, Inc., or of its officers.

Twenty-five State Examinations have been held during the term September 1948 to October 1, 1949.

Two news items were sent to the American Dental Association for publication in their Journal during the term.

Arrangements were made for the conduct of the Annual Examination for Certification which was held in Lux College on Saturday, October 15, 1949. Fifty applicants were received by the Secretary-Treasurer of the Board. Nineteen dentists from various parts of the country were invited to participate in and assist with the practical examination.

### REPORT OF CORRESPONDENCE COURSE

During the past year we have had many requests and inquiries regarding a method of presenting the 104-Hour Study Course for members who live in rural districts and are unable to attend classes because of the distance to be traveled to and from classes. A survey was made of all members of the Board and the Advisory Council and not one suggestion as to how this can be accomplished has been forthcoming. As a last resort and in desperation we have taken the matter up with the International Correspondence Schools seeking their advice and assistance—the following is a letter which has just been received from them::

"Dear Mrs. Hadley: I have just received a communication from our Educational Research Department relative to our participation in a correspondence course for dental assistants. After careful consideration and conferences with our president, it has been decided that we are not in a position to undertake the preparation of a program as comprehensive as yours. To do this would require our engaging not only outside writers to put the course material in form but the engagement of professional dentists who are qualified to write authoritatively on the subjects outlined by you, as well as outside specialists to supervise instruction service because of the technique and procedures which are peculiar to the dental profession.

"Our president pointed out that such training has little or no relation to our present courses so that very little in our present curricula could be used. It is felt that our present staff has its hands full in adequately revising and keeping up-to-date instruction service in our 400 vocational fields.

"Mrs. Hadley, we appreciate a great deal the opportunity to consider this matter and it is with regret that we find it advisable to give you this report. I again apologize for the delay in this matter. The comprehensive report which was sent to me, however explains this delay. We had not only our dean and Educational Research Department at work on this project but also had it carefully considered by our executive vice president and president.

"Yours truly,

(Signed) "S. E. Owen, Director."

I recommend THAT the disposition of the 1949 recommendations from the House of Delegates to the Certification Board be published in the Journal of the American Dental Assistants Association rather than hold them over to be reported at the next annual meeting.

Sadie Hadley, Chairman

Respectfully submitted,  
A. D. A. C. B., Inc. Oct. 17, 1950

### **A. D. A. BOOK CAMPAIGN** (Continued from page 98)

overseas through the CARE-UNESCO Book Fund Program. A \$250,000 goal has been set for the campaign.

The plan to share American dental knowledge with dentists in war depleted countries of Europe and Asia has been approved by the A. D. A. House of Delegates and is under the direction of Dr. Stanley Tylman, of Chicago, chairman of the A. D. A. Council on International Relations.

Funds donated by individuals and organizations here are used by CARE-UNESCO representatives to buy the latest and best scientific and technical books for educational institutions abroad.

Dental text and reference books have been requested as priority needs by such institutions as the new U. S.-sponsored Free University of Berlin; the Dental School of the University of Athens, Greece; the University Library of Brussels, Belgium, and the Library of the Institute of Science in Manila, the Philippines.

Book stocks were depleted first by the wartime confiscations and book-burnings carried on by the invading armies as part of their conquest plans.

Then came the bombings, which took a tremendous book toll: 150,000 books destroyed at the University of Vienna. . . . The library of the University of Caens, France, completely demolished . . . 900,000 books reduced to ashes at the University of Louvain, Belgium . . . \$1,000,000 worth of books lost at the University of the Philippines. Aggravating those losses was the fact that no new books were received throughout the war years.

The end of the war did not end the book shortages. Virtually all technical-book publishing in recent years has been done in the United States. The lack of dollars continues to make it impossible for foreign universities and libraries to buy the up-to-date books so easily available here.

Dentistry is one of 20 scientific book categories CARE, in cooperation with UNESCO, is helping provide for libraries abroad through the Book Fund Program, which was added to the CARE food and textile package service last spring. Funds contributed to the A. D. A. campaign will be used by CARE to buy and deliver the latest and best books on dental science to dental schools and libraries in the name of the ADA.

It is hoped that, through the A. D. A. campaign, at least 50 institutions will be benefited in the countries served: Austria, Belgium, Czechoslovakia, Finland, France, Great Britain, Greece, Western Germany and Berlin, Italy, the Netherlands, Norway, Malta, Japan, Korea, the Philippines Siam and Pakistan.

Each book purchased through the A. D. A. campaign will bear a book plate inscribed: "A Gift from the American Dental Association"—a lasting memorial of the willingness of American dentists to share their technical knowledge. All contributions should be earmarked for the CARE Book Fund Program and sent to the American Dental Association, 222 East Superior Street, Chicago 11, Ill.

MAY - JUNE, 1950

## Secretary's Corner

By Mary L. Martin, Executive Secretary

410 First National Bank Bldg.

LaPorte, Indiana

Thank you for the very fine cooperation you have given in getting the bulk of the memberships on record by April 1st.

Questionnaires for the necessary information regarding Delegates and Alternates, Clinics and Posters for the Annual Meeting have been distributed. Please continue this cooperation and return the blanks, with proper data, to Central Office by the date given. A page for names of Officers to be used in making our yearly "Directory of Officers," was included. Please do not overlook it.

Several interesting bulletins and brochures have been compiled by ADAA Committees. They were sent to all Secretaries—State and Local. We hope they were read at meetings and the information and suggestions given therein were used to good advantage.

### NEW SOCIETIES

TEXAS—Austin Dist. D. A. A.—President, Eleanor Bacarisse, 1410 Brazos St., Austin; Secretary, Helen Boyd, 1704½ So. Congress, Austin.

WASHINGTON—Columbia Basin D. A. A.—President, Lorna Purdom, 808 So. Tenth St., Pasco; Secretary, Martha Schuler, 704 W. Henry St., Pasco.

### REORGANIZED SOCIETY

TEXAS—North Texas Dist. D. A. A.—President, Kathleen Wofford, 417 W. Louisiana, McKinney; Secretary, Ruby Thomas, Box 199, Bonham.

### CHANGES IN OFFICERS

NO. CALIF.—Metropolitan-Oakland D. A. A.—President, Lucy Davies, 10 Marlow Drive, Oakland; Secretary Eula Stamer, 2815 Brooksdale Ave., Oakland.

NO. CALIF.—Tulare-Kings Co. D. A. A.—President, Sylvia Dial, P. O. Box D. D., Dunuba; Secretary, Betty Hayes, 202 N St., Tulare.

COLORADO—Pueblo D. A. A.—President, Eileen Shaar, 514 Thatcher Bldg., Pueblo; Secretary, Genore White, 1811 Lake Ave., Pueblo.

FLORIDA—Jacksonville D. A. A.—President, Jessie L. Durden, 2955 Park St., Apt. No. 4, Jacksonville; Secretary, Audrey Pittman, 4517 Fairview St., Jacksonville.

FLORIDA—Pensacola D. A. A.—President, Ruby Riddle, 99 Gonzales Court, Pensacola; Secretary, Marjorie Lewis, 1300 No. Guillemarde St., Pensacola.

FLORIDA—Tampa D. A. A.—President, Alda Clites, 416 Tampa St., Tampa; Secretary, Kathleen Meier, 1222 Citizens Bldg., Tampa.

HAWAII—Honolulu Co. D. A. A.—President, Healani C. Doane, Strong-Carter Dental Clinic, 810 No. Vineyard St., Honolulu.

IDAHO—Lewiston D. A. S.—President, Betty Carole Altree, 417 Breier Bldg., Lewiston; Secretary, Grace F. Welch, Box 54, Orofino.

IOWA—Ames D. A. A.—President, June Thayer, 317½ 5th St., Ames; Secretary, Bonita Anderson, 313½ Main St., Ames.

IOWA—Dubuque D. A. A.—President, Jean Baumhover, 212 B & I Bldg., Dubuque; Secretary, Betty Waleck, 603 Roshek Bldg., Dubuque.

IOWA—Des Moines D. A. A.—President, Edith Lacey, 223 Euclid, Des Moines; Secretary, Joan Nott, 815 Savings & Loan Bldg., Des Moines.

KANSAS—Central Dist. D. A. S.—President Irene Dietz, 252 W. Second St., Hoisington; Secretary, Ann Friesen, c/o Dr. G. D. Van Blarium, Minneola.

KANSAS—Hutchinson D. A. S.—President, Helen Rziha, Wiley Bldg., Hutchinson; Secretary, Ramona Rose, Wiley Bldg., Hutchinson.

KANSAS—Salina D. A. S.—President, Helen Graves, 817 United Bldg., Salina.

KENTUCKY—N. E. Kentucky D. A. A.—President, Marion Broomall, 625 Sixth Ave., Dayton; Secretary, Audrey Lacy, 3705 Winston Ave., Covington.

LOUISIANA—New Orleans D. A. A.—President, Elizabeth Meyer, 726 Audubon Bldg., New Orleans; Secretary, Muriel Faust, 808 Maison Blanche Bldg., New Orleans.

MINNESOTA DENTAL HYGIENISTS & ASSISTANTS ASSN.—President, Marjorie Fountain, 23 S. E. Fourth St.; Minneapolis; Secretary, Carol Cook, 3940 Market St., Minneapolis.

MINNESOTA—Duluth Dist. S. of D. A.—President, Lorraine Wallin, 1129 Medical Arts Bldg., Duluth; Secretary, Dorothy Johnson, 5701 Grand Ave., Duluth.

MINNESOTA—Minneapolis Dist. S. of D. H. & A.—President, Emelia Kocon, 3827 Central Ave., Minneapolis; Secretary, Nathalie Rasmussen, 620 West 66th St., Minneapolis.

MINNESOTA—St. Paul D. H. & A. A.—President, Mary Ferrise, 339 Lowry Bldg., St. Paul; Secretary, Marie Conley, 485 Rice St., St. Paul.

MONTANA—Missoula D. A. A.—President, Earldine McNett, 1174 Beaver St., Missoula; Secretary, Betty Sisson, 430 East Pine, Missoula.

NEW YORK—Rochester D. A. A.—Secretary, Corrinne Lannigan, 50 Elvira St., Rochester.

OHIO—Mad River Valley D. A. A.—President, Lillian Sparks, 315 W. Columbia St., Springfield; Secretary, Norann Parker, 935½ N. Limestone St., Springfield.

RHODE ISLAND D. A. S.—President, Rita B. Bannon, 838 Newport Ave., Pawtucket; Secretary, Flora Gauthier, 347 Main St., Pawtucket.

SOUTH CAROLINA—Charleston D. A. S.—President, Ethelrine Hogg, 364 King St., Charleston; Secretary, Willene Sawadske, 13-D Archdale, Charleston.

SOUTH CAROLINA—Greenville D. A. S.—President, Ruth Lockovitch, 114 Spring St., Greenville; Secretary, Doris Adams, 222 N. Main St., Greenville.

TEXAS—Panhandle Dist. D. A. A.—President, Kay Richardson, 925 Bryan, Amarillo; Secretary, Eileen South, 1623 Washington Ave., Amarillo.

TEXAS—San Antonio D. A. A.—President, Betty Woodling, 520 Medical Arts Bldg., San Antonio; Secretary, Era Williams, 103 East Mistletoe, San Antonio.

TEXAS—South Plains Dist. D. A. A.—President, Loraine Dykes, 2015 15th St., Lubbock; Secretary, Peggy McKinney, 900 Broadway, Plainview.

## Views of the News

### FIRST DISTRICT—

The New Hampshire Dental Assistants Association announces the completion of the first 104-hour course given in preparation for Certification.

The Certification Examination for this first class will be held in Concord, New Hampshire at the New Hampshire State Hospital on May 3, 1950 from 9 to 12 in the morning.

Ethel S. McDonnell, Exam. Comm. Ch.

### SECOND DISTRICT—

The Syracuse Dental Assistants started their certification classes the first week in October. We have twenty-five students and fifteen instructors. The fee for the classes is \$18.00 and we hold our lectures at Vocational High School and our practical classes at Norton-Starr Dental Laboratory.

Arlene A. Hartnett  
Chairman of Certification  
1721 So. Salina St.  
Syracuse, N. Y.

P. S.—We plan to take our Examination the last week in June. The definite date has not been decided as yet.

### DENTAL ASSISTANTS ASSOCIATION OF THE STATE OF NEW YORK

The Dental Assistants Association of the State of New York is holding its twenty-second Annual Meeting at the Hotel Statler in New York City on June 6, 7, 8, 1950, at the same time as the Dental Society of the State of New York. A feature of the meeting will be a series of clinics to be given by clinicians from dental assistant societies from all parts of the State. Dorothy Foster and Sylvia Hauser of the Dental Assistants Society of the First District, N. Y., Inc., are presenting "Dental Anatomy for the Dental Assistant" and "Hints and Gadgets." Sylvia Schwartz and Betty Hitlin of the Dental Assistants Study Club of Brooklyn are presenting "Orthodontic Models" and "Patient Education." The Hudson Valley Dental Assistants Society, represented by Martha Andrews, are showing "A Reward for Junior," a display of plaster models. The Nassau County girls are presenting "Practice Builders," the clinicians being Evelyn Benoit, Rosemary Salvo and Jean Hoesel. Schenectady Dental Assistants Association is represented by Eleanor Quinn, who will demonstrate "Amalgam Dies." Philomena Soetta, Barbara Lucas, Cecily Fox and Corinne Lannigan of the Rochester Dental Assistants Association are describing "Our Day." These clinics are being presented on Thursday, June 8, 2:00-4:30 p. m.

On Tuesday, June 6, at 8 p. m., the General Session is being held at the Hotel Statler. Dr. E. Harold Gale, President of the Dental Society of New York State, Dr. A. V. Purinton, Director, Professional Relations, H. D. Justi Co., Sylvia Hauser, Dental Assistants Society of the First District, N. Y., Lucille K. Wintish, President of the Dental Hygienists Association, New York State, Virginia M. O'Neill, Past President of the Dental Assistants Association of the State of New York, and Jeanne Loiselle, Trustee 2nd District, American Dental Assistants Association, are the speakers for the evening. "Recall Your Future," a film in technicolor, is featured.

The President's Tea is taking place on June 8th, 4-6 p. m., at which the New York and Brooklyn girls, as well as the New Jersey girls, will play hostess to the out-of-town visitors. A program of entertainment is planned, including two radio broadcasts.

At the March meeting of the Dental Assistants Society of the First District, N. Y., Inc., held in joint session with the Dental Assistants Study Club of Brooklyn, Glenn Edwards presented a clinic on "Emergency Repairs," showing the work of the dental assistant in the laboratory. This was the prize winning table clinic given at the regular February meeting of the Society. An additional table clinic, depicting the role of the assistant in building and maintaining the practice, was given by Louella Dopp and Sylvia Danenbaum. This presentation covered the training of the assistant for her work, the care of the child patient, patient education, recalls, collections and bookkeeping.

The classes for the year have now reached completion after a banner year of study. The subjects have covered almost every phase of the dental assistant's work, from the initial reception of the patient to the completion of the patient's treatment, giving the members the opportunity to become familiar with assistance at the chair, in the laboratory, the X-ray room, the business office, as well as sterilization, first aid, and care of equipment. The Clinic Club, too, has had a splendid season of activity, originating the many table clinics presented since October before the members, and before dental societies. One of the members, Dorothy Foster, is presenting "Dental Anatomy for the Dental Assistant" before the 22nd Annual Meeting of the Dental Assistants Association of the State of New York at the Hotel Statler, in New York.



**Lehigh Valley Dental Assistants Association Officers and Speaker at banquet.** Left to right: Hope Koch, Vice-President; Mary Nickles, President; Dr. Louis E. Yerkes, Speaker; Shirley Schaffer, Secretary, and Doris Schinner, Treasurer.

on June 8th. All members of the Society are welcome at the meetings of the Clinic Club and are invited to participate in the clinics; plans are being made for a big season starting in September.

Sylvia Danenbaum, a member of the Board of Directors, has been conducting a study group during March for the assistants of members of the Bronx County Dental Society, under the auspices of the Bronx County Dental Society's Post-Graduate Program. The group was enthusiastically attended and many aspects of office procedure for the dental assistant were discussed.

The Society meets regularly on the third Friday evening of each month, September through May, at the Hotel Statler, N. Y. C. Members of the dental profession are always welcome; dental assistants are cordially invited to attend and to become members.

The members of the Society are looking forward with pleasure to the privilege of welcoming and entertaining out-of-town visitors to the Annual Meeting of the Dental Assistants Association of the State of New York when it convenes here on June 6, 7, and 8.

The President's Tea will be held on Wednesday, June 7th, 4-6 P. M. at the Hotel Statler. Tickets cost \$1.50 each. Please send reservations at once, with check, to Mrs. Sylvia Hauser, 610 Academy Street, New York 34, N. Y.

Sylvia Danenbaum,  
Chairman Publicity.

### THIRD DISTRICT—

The January dinner meeting of the Erie County Dental Assistants Association was held Monday, January 23rd at The Barn. Dr. F. A. Stewart gave an interesting and educational talk on the film "Habit in Action" taken at the University of Maryland. All of the children in the picture are patients of Dr. Kyrle Preis.

Our February meeting was held at The Barn, Monday, February 27th. Dr. D. S. Sterrett, our dinner guest and speaker, gave a follow-up talk on the picture shown at the January meeting. He stressed the importance of watching for these "habits in action" in our children, stopping them when possible, getting advice, treatment, etc., early rather than waiting until the damage is done. The old saying "An ounce of prevention is worth a pound of cure" still holds good even in our work.

Marion M. Israelson,  
Publicity Chairman  
E. C. D. A. A.

"Orthodontics" was the topic of a very interesting talk given to the Lehigh Valley Dental Assistants Association by Dr. Louis E. Yerkes of Allentown, Pennsylvania. Illustrating his talk with varied slides, the doctor stressed the importance of early visits to the orthodontist. He told how some types of malocclusion can be effectively treated on deciduous teeth in a matter of months, while it may take two or more years if delayed until all the permanent teeth have erupted. Dr. Yerkes also showed different classes of malocclusion and the changes during and after orthodontic treatment.

The education committee of the Lehigh Valley Dental Society is going to sponsor the 104-hour certification course for the dental assistants. The plans are to start classes in the fall. The girls in the Lehigh Valley are anxious to join the ranks as certified dental assistants.

Plans are under way for our annual outing to be held in May. Last year we spent the day at the Y. W. C. A. bungalow retreat. Tennis, badminton, and just plain relaxing commanded the day's activities, and in the evening a box lunch was enjoyed out of doors. Afterward we went inside and held a very impressive candlelight installation of officers. Everyone is looking forward to having a good time again this year.

Shirley Schaffer, Secretary  
Lehigh Valley Dental Assistants  
Third District.

### FOURTH DISTRICT—

#### JACKSONVILLE, FLORIDA DENTAL ASSISTANTS ASSOCIATION

The regular meeting of the Association was held February 14, in the Seminole hotel.

The Valentine theme was carried out by our capable program chairman, Patsy Callahan. The table was decorated with red cupids, pierced hearts and arrows. The centerpiece was a lovely arrangement of red and white camellias with red candles. Each member was presented with an old fashioned nosegay of a lace trimmed heart centered with white azaleas tied with red ribbon. The highlight of the meeting was an old fashioned valentine box like we used to have in school. Everyone brought valentines for their favorite ones. It made us feel very young to receive a valentine with a Guess Who! on it.

Mrs. Julius Wickersham, who is a teacher of "Corrective Speech" gave two wonderful readings that were enjoyed by all.

Our Old Gold cigarette raffle brought almost \$70.00 which we thought wonderful because the cigarettes were donated to us.

We thought at first we would not be able to have a Study Course this year, but we had three new members added to our roster which makes it possible, and we are glad because a Study Course each year makes us feel we are progressing.

We are planning quite a few interesting things for the next few months "A Rummage Sale," "White Elephant Sale," etc.

Audrey Pittman, Sec'y  
Jax Dental Assistants Assn.  
430 St. James Bldg.,  
Jacksonville, Fla.

#### MIAMI DISTRICT DENTAL ASSISTANTS ASSOCIATION

The Miami District Dental Assistants Association had a most interesting speaker at their February meeting. He was Dr. Christopher Daniels of London, England. Dr. Daniels gave us a very interesting talk on Socialized Medicine, a subject of vital importance to all.

Dr. Roy T. Bovard presented the Certification Certificates to the girls who passed their examinations taken at the State Meeting in West Palm Beach. They are Margo Fry, Eleanor Myers, Eleanor McDonald, Peggy Shaw, Sara Lee, and Clara Wittach. We are proud of all these girls. Some of the other certified members played "Big Sisters" to the girls and gave them their caps.

At our April meeting Mr. L. S. Bonsteel spoke to us on the "Importance of Voting," another subject very important to all. Kristine Hamilton gave a talk on "The Extra Duties of a Dental Assistant in a Small Office."

At our March meeting Miss Sheila Wallman gave a very interesting talk on "The Treatment of a Diabetic in a Dental Office." We also had a Chinese raffle which was so much fun. This was for the purpose of raising money for our Delegate Fund.

We are very thankful to those doctors and girls who are in charge of the 104-hour Certification Course as they are doing a wonderful job. We have 22 girls enrolled in the class.

The Miami girls have planned a Barn Dance in June, mostly for having fun, but a little for the purpose of raising money for our Delegate Fund.

Evelyn Agey, our President, has been selected as our delegate for the National Meeting in Atlantic City this fall. Neil Champion, our Secretary, will be our alternate.

Miss Kristine Hamilton,  
Publicity Chairman.

The first Certification Examination in Louisiana took place in Alexandria, on Sunday, March 26th. Twelve members of the Alexandria chapter were fortunate enough to have completed the study course and were on hand for the opening of the papers. The President of the Louisiana State D. A. A., Mrs. Hester Murray and Mrs. Melvina Curia took the journey from New Orleans to the northern (La.) city to help conduct the examination.

The Louisiana State Meeting was held April 13, 14 and 15th in Monroe, La.

Elsie Kloppenburg, Publicity Chairman.

#### FIFTH DISTRICT—

Charleston, West Virginia

#### KANAWHA VALLEY DENTAL ASSISTANTS SOCIETY

The Fall Banquet, which is an annual affair for the Kanawha Valley D. A. Society was held at the New Quarrier Diner, on Tuesday, September 13th. This is always a "looked-forward-to affair" and well attended. Each table was centered with clusters of baby mums, which were made into individual corsages for each member. The society's colors of gold and blue were carried out in the table decorations. Milt Corey and his famous accordion furnished music during the three-course meal. Numerous requests for favorite songs were asked for by the girls and Milt as usual complied; a warm and friendly glow settled over the group as we joined in singing our favorite tunes. Mrs. Mary Lowry of Lowry Dental Supplies, talked briefly on the film "It's Your Health," which was shown through the courtesy of their company. This film, a presentation of the Southern California State Dental Association has gained wide recognition through the medium of Dental Journals and Dental Magazines. It is thoroughly educational and in keeping with Dentistry's Program of today in the prevention of tooth decay. See it if you have the opportunity!

Our October Meeting was held at Lowry's Club Room, on Tuesday 4th, with President, Wanda Slaughter presiding at the business meeting. We were pleased to have Dr. Joseph Abrams as our guest speaker. His talk on "Calculus In The Mouth," was most instructive and beneficial. Several were heard to comment as they left the meeting room that they had learned something—thank you, Dr. Abrams! You girls, who are not coming out to the meetings, are missing out. Hope we will see you at the next meeting!



ANNUAL BANQUET, CHARLESTON, WEST VIRGINIA DENTAL ASSISTANTS ASSOCIATION



Certified Dental Assistants

**FIFTH DISTRICT, SOUTHERN CALIFORNIA**

Seated (left to right): Ethel Sheppe, Marie Lenker, Vera Stout, Valeria Colley, Marie Perball, Vera Appleton and Eleanor Ford.  
 Standing: Evelyn Gilman, Fern McNeal, Madeline Van Chia Col lins, Ann Larson, Betty Daymond, Ann Barton, Kathryn Rice, Josephine Boone, Verna Davenport and Thelma Clark.  
 Also, certified but not in the picture: Margaret Baxter, Maxine Britt, Nancy Calkin, Sue Danenberg, Dorothy Hanley, Wanda Howe, Annabel Kreba, Jennie Napier, Carol Piper, Marguerite Richards, Jean Squires, Margaret Sexton, Betty Shoemaker and Florence Bowden.

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## EIGHTH DISTRICT— KANSAS NEWS:

The last issue of our state bulletin consisted of the delegates report of the National Meeting in San Francisco. Each delegate was responsible for one day of the meeting. She reported on her respective day and anything of interest outside of the meeting. It also included notes from the 8th District Trustee, K. S. D. A. A. officers and the state membership chairman. It certainly was a fine thing for each assistant in Kansas to know what was going on at the national meeting as well as what was in progress in their own state. From all reports it was enjoyed by all.

A candle light service and a new home of Nelle Mitchell was the setting for the installation of Hutchinson, Kansas's Study Club officers. Those installed were, President: Helen Rziha, President Elect: Dessie Mae Rumble, Sec.-Treas. Ramona Rose. Following the installation a delicious meal was served by Chef Mitchell.

Dessie Mae Rumble, State Chairman  
724 East Third Street  
Hutchinson, Kansas

At Wichita, Kansas Dental Study Club they will be installing new officers this month. Mary Waldrip will be installed as President, Maudine Cole as Vice President and Martha Moody as Sec.-Treas. Also their next 104 hour study course for Certification is scheduled to start on February 23, 1950. All of the present assistants that are not already certified are planning to take the course. Looks like a good future for all.

Mary Waldrip, Reporter.

"The Maricopa County Dental Assistants Association of Phoenix, Arizona, has been hard at work this past winter. First on their program was to organize an Arizona State Society. This was accomplished in January, and we are awaiting the final word of approval from the ADAA. Their next step was to organize a local society in Tucson, the State's second largest city. Members of the State Ass'n. traveled to Tucson on March 4 for an organizational meeting. There was a splendid turnout of girls from Tucson, and all were very interested in forming a society. The first steps were taken to form a society and now we look forward to having Tucson as another part of our State Ass'n.

Our meetings for the winter have all been dinners followed with a lot of business accomplished and some very fine speakers. We are making plans now for a party to be held the end of May to finish up this season until the fall regular meetings.

Joy Phillips  
Secretary

## DALLAS NEWS

### January Meeting

The Dallas County Dental Assistants met in regular session at the YMCA, January 24, 1950. Announcement was made that the Study Club Class would close February 23, with twenty-four eligible members to take the certification examination at the state meeting here in April. Much interest is being created for another study course next year.

President of the Dallas County Dental Society, Dr. I. J. Thornton, gave a most interesting address on latest developments in socialized medicine. "Answer to Emergencies" was the topic of the clinic for the evening. Our monthly door prizes are still aiding our treasury. We sold chances on a gift certificate and made \$85.00 above expenses.

### February Meeting

At our February meeting we had Mr. Paul Smith who discussed "Essential Differences in X-ray." Mrs. Ada Mann and Mrs. Lorene Heavener gave a clinic on taking and developing X-rays.

Plans are being completed for the state meeting. We would like to extend an invitation to all. More about the meeting in the next Journal.

Lucille Pollard, Reporter  
Dallas County Dental  
Assistants Society

## PANHANDLE DISTRICT DENTAL ASSISTANTS ASSOCIATION

### JANUARY REPORT:

"Oral Anatomy" was the subject of the program presented by Mrs. Lillian McNutt, Program chairman, at a meeting held January 12, at the Capital Hotel. Fifteen members and guests were present.

### FEBRUARY REPORT:

The regular monthly meeting was held Feb. 3, 1950 in the Coral Room of the Capital Hotel. Vi Lackey conducted the program on "Personal Appearance in the Dental Office," and "What

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**OUTGOING OFFICERS AND NEW OFFICERS OF THE WICHITA  
DENTAL ASSISTANTS STUDY CLUB**

Standing (left to right): Margaret Mooney, New Secretary-Treasurer; Trudy Parker, Past Vice-President; Vicki Baba, Past President. Seated: Patricia LeBouef, New Vice-President; May Waldrup, New President.

It Takes To Make An Efficient Dental Assistant." Mrs. Irene Parks and Mrs. Evelyn Altman assisted in the discussion.

Nineteen members and guests were present for the monthly meeting of the Panhandle Dental Assistants Association which was held Thursday, March 9, 1950 at the Herring Hotel. Members answered roll call with a dental term beginning with the letter "B."

President Kay Richardson presided and Program Chairman Lillian McNutt presented guest

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speaker, Dr. George Snell and his assistant, Mary Francis Jones, who helped with the program. Their subject was "Radiographs."

Doris Hodges  
Reporter.

#### REPORT FROM THE FORT WORTH DENTAL ASSISTANTS ASSOCIATION

##### DECEMBER:

The Fort Worth District Dental Assistants Association met on Dec. 19, 1949 for their annual Christmas party.

##### JANUARY 1950

The Fort Worth District Dental Assistants Association met at A. P. Cary Co. We had as our guest speaker Dr. Catherine Carlton, who brought us a very interesting program on "The History of Socialized Medicine in England." She also showed us some very beautiful slides of her recent travels through Europe.

##### FEBRUARY 1950

The Fort Worth District Dental Assistants Association met at the Texas Hotel for dinner. The guest speaker for the evening was Dr. C. E. Nottingham, Jr., who delivered a very interesting speech on Peridontia.

##### STUDY CLUB NEWS

Twelve Fort Worth girls will be ready for their Certification Examinations at the State convention in April. The meeting will be held in Dallas this year. The study course has been one of the highlights of the year for Fort Worth, and we have all enjoyed it and have learned a great deal from it.

The Fort Worth Dental Assistants Association held its regular monthly meeting on Tuesday, March 21, 1950 at the A. P. Cary Co. Mr. Montgomery from the Bell Telephone Company showed the movie "Telephone Courtesy." It was a very interesting show and enjoyed by all. Alternates and delegates were elected to attend the State Meeting in Dallas. The Delegates were: Mary Louise Lawrence, Mae Scroggins, Esther Osburn. Alternates: Evelyn Blommer, Dorothy Moffet, Polly Williams.

Twelve girls will be ready to take the Certification Examination. Our review questions have been sent to us and everyone is trying to learn everything they can.

Thirty-nine members and guests were present.

April Meeting—

All the girls who plan to give clinics at the State Convention in Dallas will give their clinics at the April meeting, so they can overcome their stage fright.

Twelve girls are prepared to take the Certification Examination. We all have our review questions, and will be studying like mad until it is all over.

Mary Louise Lawrence  
State Reporter,  
T. S. D. A. A.

#### REPORT OF SAN ANTONIO DENTAL ASSISTANTS ASSOCIATION

Nineteen hundred forty-nine has been a year of much work for all the officers and members alike in their goal to further their education in the field of better dental assisting. The 104-hour study course began June 1, 1949 following our State Meeting in Houston. Up to this time we have had 63 hours, covering many subjects that will help us pass our examination when we take it at the State Meeting in Dallas. The study course has been the high-light of our year's work. Our classes are held one night a week.

June—We had the pleasure of having Dr. Hallers on our program, who presented a demonstration and film on Proper Mouth Hygiene.

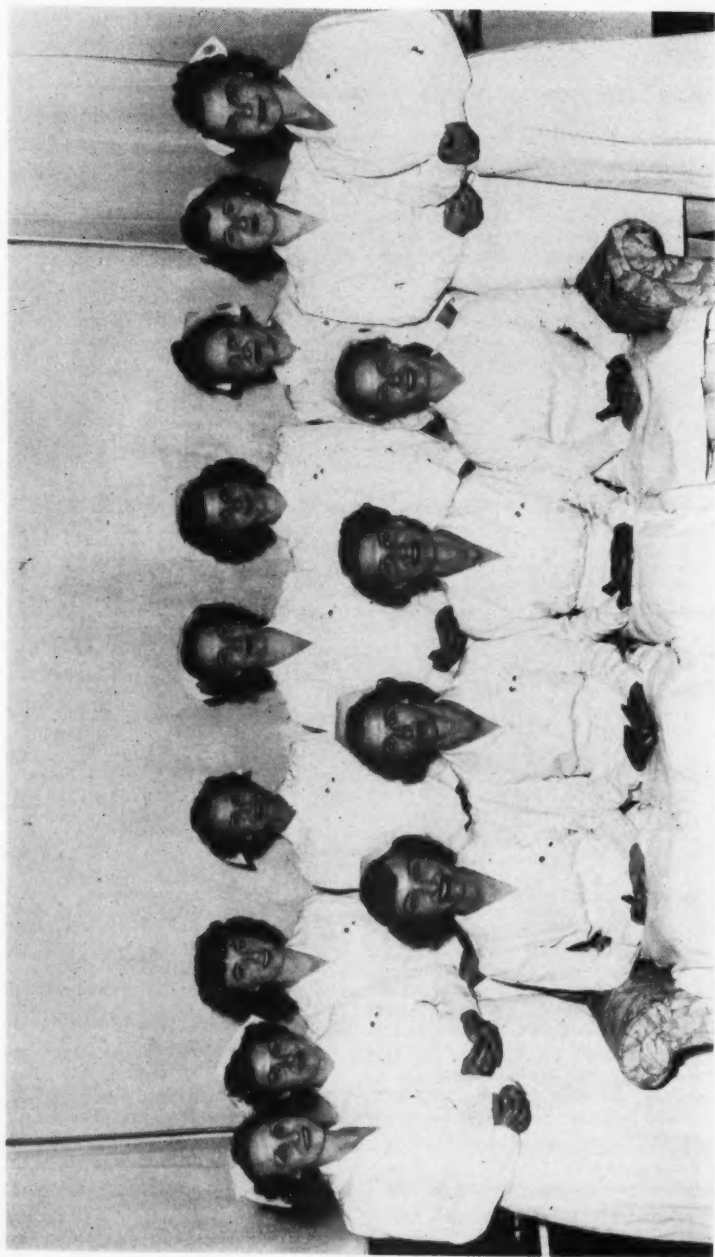
November—Your President gave her report of the National Convention; and once again all her thanks to you for making it possible for her to have this opportunity of attending the meeting.

The S. A. D. A. A. held their regular meeting February 21, in Parlor A of the Gunter Hotel with Dorothy Faulk presiding.

The President called the meeting to order; the minutes of the previous meeting were read by the Secretary, and the Treasurer gave her report.

We are happy to welcome four new members into the organization: Joan Kruger with Dr.

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Dental Assistants who received Certificates and Caps at Nebraska's second Graduating Class. Standing, left to right: Ola Lewandowski, Edna Beck and Lois-Jean Langan, from Lincoln; Vi Rogers from Omaha, Katherine Hickey from Fremont and Joyce Nelson, Alice O'Neill, Marjorie Hoddap and Mabel Urwiler from Omaha. Seated, left to right: Jean Arntzen, Dorothy Martens, and Phyllis Rippen from Lincoln, and Glee Volk from Omaha.

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Marvin Bennack, Joan Blanchard with Dr. P. J. Boland, Doris Adcock with Dr. D. H. Heiman, and Isabelle Reynolds with Dr. H. H. Waltering.

State convention and Certification Examination were then discussed. We are happy to say that sixteen members are planning to take the exam to be held Sunday, April 23rd, third floor of the Medical Arts Building, Dallas. Lucy Price reported that Certification Examination blanks would soon be mailed to those taking the exam. The blanks are to be filled out and notarized and returned to the State Secretary along with the examination fee. All members planning to attend the State Convention, to be held April 23 through 27, can write to Steve Ann Montgomery, 5114 Bowser St., Dallas, for hotel reservations at the Stoneleigh Hotel. Let's all go!

In appreciation of Dorothy Faulk's untiring duties and splendid work for the past year, the Dental Assistants presented her with the Past President's Pin.

The highlight of the meeting was the Installation of Officers, which was a very beautiful and impressive formal ceremony. Mildred Dittmar, Installing Officer, took her place behind the pulpit. After asking each retiring officer to vacate their seats, the new officers were then called and brought before her by the Conducting Officer, Katherine Bohannan. Each officer was told her new duties and lighted her Candle of Service from the Candle of Friendship. The following officers were installed for 1950: Betty Woodling, President; Val Beyer, President-elect; Jewell Jones, Vice-President; Era Williams, Secretary; Eleanor Masters, Treasurer; Ruth Hamilton, Corresponding Secretary. Members of the Advisory Board: Ruth Quade, Frances Bryan.

Our new President then extended her thanks and appreciation for the honor bestowed upon her. Motion was made that the meeting adjourn.

Following adjournment we retired for an informal session, at which time pictures were taken of the new officers. Finger sandwiches and coffee were served and the spirit of good-fellowship prevailed. The refreshment table was centered with a lovely arrangement of Iris, Bluebells and Jonquils, carrying out the Association's colors.

We wish to thank Dorothy Faulk and Billy Jahn for the lovely corsages which were presented to each member; and for the beautiful centerpiece.

At this time we wish also to thank the retiring officers for their great efforts and their loyal service. Dorothy Faulk is to be commended for her wonderful work in setting up the study course for certification. She has put in many long, hard hours, and should be given recognition for her great achievement. We are indeed grateful.

May we extend to the incoming officers our heartiest congratulations and express our most sincere desire to cooperate to the fullest extent.

The San Antonio Dental Assistants Association held their regular meeting March 21, in Mezzanine C of the Gunter Hotel, with our newly elected officers in charge.

The president, Betty Woodling, called the meeting to order, and the secretary, Era Williams, called the roll. The majority of the members were present and we were happy to have three guests. Mrs. Deaton, "Pyclope" representative, who is always a welcome guest, was in our midst. The secretary read the minutes of the last meeting and also read the directors' report. The treasurer then gave her report.

The president announced the Standing Committees for 1950, with details on their duties. These committees play a very important part in the year's activities, and the president will appreciate their full cooperation.

Delegates for the convention were nominated and voted on. They are: Delegates—Betty Woodling, Jewell Jones, Era Williams. Alternates—Ruth Hamilton, Toni Blanchard; Frances Davis.

The girls are all studying and working hard in preparation for the Certification Examination, and are looking forward to the big Sunday night Round-up, to be held at the Five Mile Ranch in Dallas. Western attire will be in order, so bring your blue jeans and plaid shirts, and square-dance dresses. A great program is planned for the convention. Wish everybody could go.

Proposed Amendments to the Constitution were read and voted on.

A Spring Dance was discussed and we decided to have it after the convention as everyone will be busy preparing for the Certification Examination as well as the Convention. However, a dance committee was named with Ruth Quade, chairman, and Margaret Pittman and Frances Bryan, co-chairmen.

After the business meeting Dr. Preston Morgan was introduced, and gave a very interesting clinic on Plastic Restorations. We are very grateful to Dr. Morgan for giving us his time and demonstrating this comparatively new material in Dentistry.

Sara Cannon also gave a clinic on repairing full and partial Acrylic Dentures. It was most interesting and very helpful to all of us. I am sure we all benefited from both of these

clinics, and appreciate the time and effort given to us by Dr. Morgan and Sara Cannon.

We are happy to hear that the Austin District Dental Assistants Association has organized with 25 members. We extend our sincere congratulations and best wishes.

We are all proud of our organization and all that it stands for, and hope that some day all of the Dental Assistants in San Antonio will join us in our strive for greater education and knowledge of Dentistry.

Ruth Hamilton  
Corresponding Secretary.

#### NINTH DISTRICT—

##### SEATTLE DISTRICT DENTAL ASSISTANTS SOCIETY

The Seattle Dental Assistants are really brimming over with news and activities. One of the highlights of January was a visit from Madge Tingley, Ninth District Trustee, who braved one of the Northwest's worst storms to be present at our board meeting, January 19. We are grateful to Madge for making the trip and we all gained a great deal of inspiration and information from her visit.

February was a busy month starting out with our regular meeting on February 1, with Dr. B. O. A. Thomas, of the University of Washington Dental School speaking on "Mouth Care." The Seattle Society then presented Mysle Moorhead with a certificate of Honorary Membership for her service to the Society for the past 20 years. Mysle is our first Honorary Member and we congratulate her. For the girls who are taking the Certification course at the University of Washington a special treat was in store February 20, for they were taken through the Speyer Smelting and Refining Company, and Mr. Kirby Speyer and his men went through the processing of inlay golds and alloys from the melting stage to the final preparation for packaging. It was an interesting and valuable experience. On February 25 our Society was invited to present clinics at the Annual Mid-Winter Clinic of the Seattle District Dental Society, as well as to attend the Social Hour following and send two representatives to their banquet. Needless to say we were very pleased at the invitation and Leona Huntly and Margaret Wesley were our representatives. The clinics which were presented were: "Your Reception Room" by Mary Ann Carlson and Audre Keeney, "Aids to X-Ray" by Shirley Linburgh and Jeanne Faulkner, "The Child Patient" by Ruth Keenholz and Kay Drees, "Telephone Courtesy" by Florence Shanneyfelt and Leona Huntly, "Preparation of Gold Foil" by Vera Fuhrman, and Moisture-free Amalgam" by Dorothy Holland. The Seattle Dental Society very generously offered two awards, the first being given to the Telephone Courtesy Clinic and the second to the Aids to X-ray Clinic, although the competition was very close. The Clinics were followed by a banquet Saturday evening which was just the right climax to a grand meeting.

The March 1 regular meeting was designated as Membership Night and special invitations were sent to the Dental Assistants of 574 members of the Seattle District Dental Society, and a good response was received. Dorothy Holland, Registrar and Florence Shanneyfelt, Membership Chairman, deserve a great deal of credit for the time and effort they put in with their committee to carry out such a project.

That brings us to the April 5th meeting with Dr. Clyde Flood, President of the Seattle District Dental Society as guest speaker. Plans are now well under way for the Washington State Dental Assistants Convention in Spokane, Washington May 22-24, but we'll hear more about that next time.

Vera Fuhrman  
Publicity Chairman  
500 American Bldg  
Seattle, Washington.

##### OREGON STATE DENTAL ASSISTANTS ASSOCIATION

The Oregon State Dental Assistants Association held their Ninth Annual meeting in Portland, March 6-8 with President Mildred MacKinnon presiding.

The business meetings were held Monday and Tuesday evenings at the Medical-Dental building auditorium. The nomination and election of officers were held, at which time Mrs. Mildred MacKinnon was re-elected president for Oregon.

On Tuesday, March 7, a coffee, dessert and style show was presented in the Hostess House of the Oregon building. Many beautiful door prizes were presented at this time.

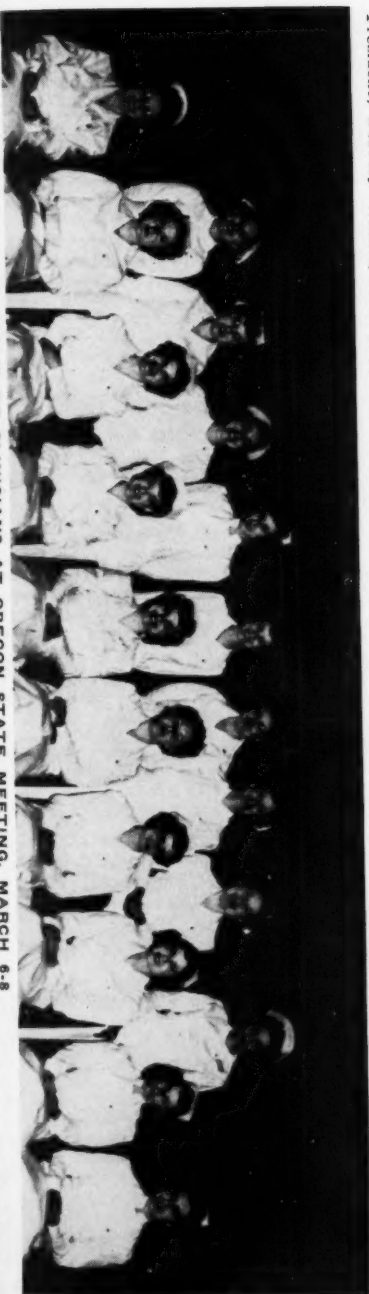
On Wednesday, March 8, the general assembly was held in the Medical-Dental auditorium, where we had as our guest speaker Mr. James Robinson, executive secretary of the Southern California Dental Association. Immediately following the morning session a luncheon honoring the clinicians was held at the Heathman Hotel.

Clinics presented at the Masonic Temple Wednesday afternoon were: "Toothbrush Technique" Patricia Larson, "Pre-operative, Operative, Post-operative" Fern Nelson, Hazel Dixon, Mabel Schultz, Salem, "Standardized Technique of Inlay Investing," Barbara Kite, Flora Rolse-

First row: Vera McLaren, Barbara Kite, Flora Rolse, Ruth Hamilton, Dorothy Holland, Dorothy Shanneyfelt, Dorothy Walker, Thelma Cunningham, Dorothy Howe, Helen  
Ruth Hamilton, Vera McLaren, Barbara Kite, Flora Rolse, Dorothy Shanneyfelt, Dorothy Walker, Thelma Cunningham, Dorothy Howe, Helen  
Ruth Hamilton, Vera McLaren, Barbara Kite, Flora Rolse, Dorothy Shanneyfelt, Dorothy Walker, Thelma Cunningham, Dorothy Howe, Helen



**OFFICERS, OREGON STATE DENTAL ASSISTANTS ASSOCIATION**  
 Cecil Henry, Third Vice-President; Fern Nelson, Second Vice-President; Ruth Kennedy, First Vice-President; Mildred MacKinnon, Treasurer; Dorothy Walker, Secretary; Fern Hobbenstieken, Assistant Secretary.



**GROUP OF CLINICIANS AT OREGON STATE MEETING, MARCH 6-8**

First row: Vera McLaren, Ruth Bramhall, Walhita Moore, Marion Walz, Shirley Hall, Mabel Schultz, Fern Nelson, Patricia Larson, Barbara Kites, Flora Rodenburg, Jack row: Frances Kinnerton, Dorothy Walker, Theima Cunningham, Dorothy Howe, Helen Bennett, Leona Thompson, Mabel Dixon, Gertrude Moore.

ness, Roseburg, "Reception Room," Ruth Bramhall, "Rubber Dam Preparation," Welthia Moore, "Fingertip Information," Vera McLaren, Portland.

At 7:30 Wednesday a formal banquet honoring Mrs. MacKinnon was held at the Mul-nomah Hotel. Approximately one hundred dental assistants, doctors and their friends attended. At this time trophy awards for clinics were presented to Vera McLaren, Patricia Larson, Barbara Kite and Flora Rolssness. The new officers were installed at this time by Cecil Henry of Eugene and Marion Weitz, Portland, conducting officer.

Publicity Chairman  
Peggy Skonetzni  
Oregon

#### HONOLULU COUNTY DENTAL ASSISTANTS ASSOCIATION

The Honolulu County Dental Assistants Association held its first anniversary and installation of newly-elected officers for 1950 with a dinner-dance at the Niunalu hotel. The retiring president, Miss Annie Kerr, presided. There were 116 members and guests present.

A prayer was given before dinner was served by Miss Annie Kerr.

A very impressive candlelight ceremony ushered in our new officers. Mrs. Healan C. Doane was installed as the new president. Serving with her for the year will be Miss Edna Matsushita, president-elect; Miss Yen Kew Lum, secretary and Miss Betty Yonezaki, treasurer.

Mrs. Florence Kahawaii, a charter member of the association, was awarded the loyalty trophy for 24 years' continuous service with Dr. M. R. Woolley. This trophy was a gift to the association last year from the San Francisco District Dental Assistants Association. She also received a very beautiful wrist watch as a gift from Dr. and Mrs. Woolley and family for loyal service. Other recipients of special awards were Miss Annie Kerr, retiring president, who was presented with a wrist watch. Our advisor and installing officer for the evening, Dr. John Dawe, was presented with silver spoons.

A beautiful bouquet of red roses, a gift from our trustee, Miss Madge Tingley, graced the guests and officers' table.

Two letters of congratulation and good wishes were read at the dinner. One was from our immediate past-president, Miss Katie McConnell and the other from Marie Johnson, our third vice-president.

Following the installation and awards dancing to the strains of Hawaiian music was enjoyed by our many guests, dentists and hygienists.

Hostess for this special occasion were in native costume. They were Mrs. Anna Kufferath (Hawaiian-Caucasian), Mrs. Filly V. Reyes (Filipino), Mrs. Geneva Kacek (Chinese-Caucasian), Miss Grace Inokuchi and Miss Misato Omoro (Japanese).

It is a pleasure and a privilege to extend to you and your competent staff congratulations for doing such a wonderful job with the dental assistants journal. We have enjoyed every issue that we have received. Being isolated here away out in the Pacific the journal keeps us informed and binds us closer to you all.

With sincerest regards and best wishes for a successful year, I am

Very truly yours,  
Mrs. Healan C. Doane, President  
Honolulu County Dental  
Assistants Association.

#### TENTH DISTRICT—

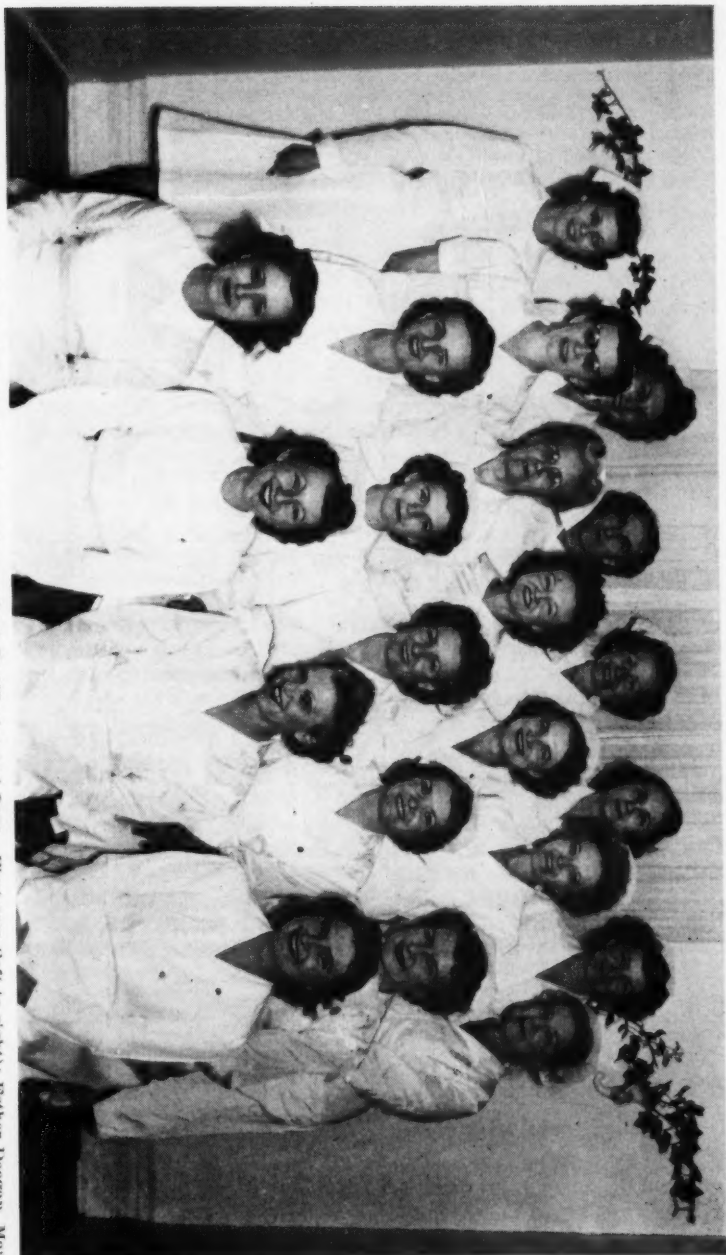
The Evansville Dental Assistants held their March dinner meeting in the Fiesta Room of the Belvedere Cafe, Monday evening, March 6th.

Mrs. Vera Pursley and Mrs. Mary Cain reported on the profit derived from a rummage sale held last month. Members were reminded of an individual project which is to net each member at least \$2.00 which will go to the Association's treasury.

After the business meeting, Mr. G. F. Spindler, credit manager of the local Credit Bureau, and winner of the Leo Achievement award, given each year to the individual with the best collection record for Indiana, spoke to us on "Credit and Collections."

Mrs. Eileen Memmer  
Publicity Chairman  
Evansville, Indiana Dental  
Assistants Association.

The Ohio State Dental Assistants Association held their mid-year meeting in Akron, Ohio on March 11 and 12. The banquet Saturday evening was based around a "Gay Paree" theme, with a fine after-dinner speaker, greetings from Akron's Mayor Charles Slusser, and fine entertainment.



Tri-County, Southern California Certification Class who received Certificates and Caps. First row (left to right): Esther Deegan, Marie Sleek, Bea Brown, Margaret K. Anderson, second row: Cassie Miller, Alleen Wilson, Grace Walker, Geraldine Pappas, Ruth Deebart, Third row: Edith Miller, Edith Kerschmer, Ina Cox, Baile Dunnagan, Lillian Dunnagan, Marjorie Walker, Back row: Helen Patterson, Ella Allen, Ruth Paul, Zannahle Wilmoth, Dorothy Subject. Certified Assistants not in the picture: Helen Hurley, Carol Alexander, Helene Coons, Jean Robison and Grace Childress.

Sunday morning after the brunch, a round-table discussion was held in order to help the component societies solve any problems that they might have.

Instead of the annual June picnic breakfast, the Akron Dental Assistants will have an afternoon picnic with the children from the Children's Home as guests.

Stark County Dental Assistants Society held their initial Capping Service on Tuesday evening, April 11, at the Canton Woman's Club, Canton, Ohio. Lillian Hoffman, Tenth District Trustee, served as Chairman of the service, assisted by Doris Light Glass and Ann Saunders. Adelia Digel, Charter member of the Stark County Dental Assistants Society, placed the caps, which were her gift to the ten Certified Dental Assistants.

Kathleen Nezbeth  
Publicity Chairman.

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## ANNOUNCEMENT

Examination for Certification will be held at the Apprentice School, Portland, Oregon, June 6, 1950.

Oregon State Certification Examining Committee.  
Vera McLaren, Chairman

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## DO YOU KNOW

How many of you know just what is done with the money that is sent in from your Birthday Parties? If you do, do you know that the funds are in active use at the present time?

Each Society has received a brochure from this committee, including a pamphlet from the Relief Committee. The brochure contains ideas for raising funds for your contributions. The pamphlet explains the workings of the Relief Committee.

May it be suggested that your society go over these, so that everyone is familiar with the entire plan. This will make it far easier to proceed with your parties.

The Committee Members, by Districts are as follows:

First District—Rose Susi, 46 Meridan St., New London, Conn.

Second District—Gene Bartnicki, 24 Jay St., Schenectady, N. Y.

Third District—Betty Bell, 5801 Beacon St., Pittsburgh, Pa.

Fourth District—Evelyn Agey, 1845 S. W. 17th St., Miami, Fla.

Fifth District—Olive Steinbeck, 804 Kanawha Banking & Trust Bldg., Charleston, W. Va.

Sixth District—Pat Erickson, 1725 E. State St., Rockford, Ill.

Seventh District—Leveta Lehn, O'Neill, Nebr.

Eighth District—Donna Beard, 610 Boyle Bldg., Little Rock, Ark.

Ninth District—Pauline Winger, 1171 Paulsen Bldg., Spokane, Wash.

Tenth District—Donna Perry, 12690 Lauder, Detroit 27, Mich.

Elma Troutman, Chairman  
822 Harries Bldg.  
Dayton 2, Ohio.

# Patient Psychology

By Erma O'Conner

The word psychology is a very fascinating one. There is danger in using the word because it has different meanings to different people. Even workers in that field do not speak a common language. Psychology, a perfectly good and scientific study, has been degraded by the sales promoters and the popularizers who have used some of the fundamental principles of psychology for the promotion of nonsocial ends.

The dental assistant plays a very important role in the dental office. Her attitude can contribute much to the dentist's success or may undo what he is trying to accomplish. Patients are more nervous and more sensitive than well people, and a sympathetic attitude on the assistant's part will surely help to make them feel at ease and in a receptive mood toward the dentist's treatment.

The dental assistant must do her part to bring into existence an interpersonal relationship between the dentist and his patient. A clear knowledge of the nature of the dental experience and an understanding of the uniqueness and the individuality of each patient to that experience is of utmost importance. Let us examine the relationship in its fullest meaning and consider the person, the patient, who comes to us in the full framework of his present life situation of his genetic and familial background, of his constitutional adequacy and biologic wholeness. Likewise, it is necessary for us to know him as an economic man, for in his surroundings as an earner and a producer there may be forces that will influence the kind of dental disease he has and his attitude toward treatment.

A "patient", literally that means one who endures or suffers, is also a person; one who is unlike any other, who behaves as the result of the environmental press upon that particular individual as he is constituted by inheritance and the current events of his life to that moment. This person who carries the label of "patient" is expected to endure and to suffer. He accepts his fate as something inescapable. Therefore in many cases dental reactions are unfavorable. The patient who is free from tensions and strain in both physical and emotional life can be expected to react more favorably to their dental experiences.

Some patients need a friendly shoulder on which to weep; or a sympathetic ear to receive a recital of worries and fears. Nervous people deserve interest and not scorn; as patients, they may be tiring, but they often possess charm and talent and form a valuable element in society. The dental assistant who has a friendly and reassuring manner, helps to allay fear or overcome nervousness of her patients.

The normal adult is independent, realistic, and reasonable, parental and kindly, remarkably adaptable, and has a minimum amount of inner anxiety. The completely normal adult is an ideal, since no one entirely outgrows his long years of childhood to become fully mature. Scratch an adult and one finds a child. In general the more adult one is, the more stable and resistant he is to emotional stress, while the more he is dominated by childhood emotional patterns, the more vulnerable he is in most cases to such stresses.

A child will grow and mature physically and intelligently and become

a man, but his emotional maturity in connection with dental experience will be frozen at the childhood level. Whenever during his lifetime, he is confronted with the dental situation, he will react as he did as a child. This is in part what the psychiatrist means when he talks of the regression to infantile levels of behavior. Regression is a return to behavior patterns that were followed when survival was threatened in infancy and childhood. All people, when ill regress to infantile attitudes, especially when faced with dental experiences.

The child as a dental patient, if pre-school age, will approach dental treatment with some timidity, but without actual fear. He may be mildly anxious and may not demonstrate a typical picture of fear. Pain tolerance is often of a surprisingly high level if dental approach is friendly and sincere.

Talking down to the child is more annoying to him than talking over his head. A child understands naturalness and sincerity in the interpersonally relationship. He recognizes insincerity more than the adult. A young child is imaginative and impressionable but is not gullible. A child is a personality that demands as much respect as does the adult; in fact, more respect. An adult's maturity and experience equip him to withstand threats to his ego far better than the child is prepared to withstand them.

In dealing with the dental conditions in childhood, the practical psychological procedure for us as dental assistant to follow is:

Be natural, be yourself, be free from fear. Treat the child with respect as a human being. Never promise anything that you cannot fulfill. Never misrepresent anything to him. A child's faith and confidence are won easily by sincerity and good

will. Try to direct your dental appeal to children at the level of their interests not toward what we think their interests should be. Never allow a child to get beyond your control. Be respectful to him and, in return, command respect from him. Make him anxious to come back again to the office. Impress him with the fact that the dentist is his friend, and wishes to help him.

As dental assistants we put the patient in a receptive mood for dental operations to follow. Relaxation means co-operation. Everyone is interested in himself or herself. Build up the other fellow's ego—in our case, the patient's ego by showing interest in his world, and in him personally. Immaculate appearance gives a welcome feeling to the patient and helps relieve the patient's nervous tension. Treat each patient as if he or she were the most important person you know. Be honest with yourself and your sincerity will be reflected in whatever you do. Smooth co-operation between you and the dentist impresses the patient with the efficiency of the office. Skillful teamwork goes far toward instilling confidence in the patient and you must learn to appreciate the psychological importance of soothing the patient's apprehensions.

Yes, the dental assistant plays a very important role in the dental office. Through her the public can acquire knowledge of the progress of dentistry. Keep your patients interested in the preventative phase of dentistry. Your enthusiasm in your work reflects on the patient. He will in turn want to learn more about the dentistry that will be performed on him. The dental assistant's intelligent answers to questions regarding diet, proper technique of brushing one's teeth, the replacing of missing teeth, the importance of X-rays, prophylaxis, and in many other phases

of dentistry not only educates the patient but inspires his interest and co-operation.

In dealing with patients, both junior and adult, your appearance, manners, tactfulness, patience, consider-

ation, courtesy, sympathy and understanding will all contribute to your success as a dental assistant and to the psychological atmosphere of the office.

## Hotel Reservation Application . . .

91st Annual Session—

October 30-November 2, 1950

Atlantic City, New Jersey

American Dental Association

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(First choice) (Third choice)

Hotel..... Hotel.....  
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☐ Double occupancy, double bed, rate to range from \$..... to \$..... per day.

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## **YOUR DENTIST: working hard, doing well**

Your dentist is one of the most prosperous men you know. If he is average, he nets \$8,000 a year. Before the war his net income was \$3,500. That's a big increase, nearly 130 per cent.

But unless he is an exception, your dentist has not gotten it by gouging.

In fact, a dentist's fees have gone up only 50 per cent since 1940. He makes more money because he treats more patients. In business jargon, his volume is so high he has been able to keep his unit price down.

Dentistry is not a business, of course. It's a profession. But like a business, it has enjoyed a tremendous post-war demand. The reasons: Millions who could not afford to have their teeth fixed in pre-boom days can afford to now; others first learned about the need for dentistry while in the armed forces. Result: many dentists are booked solid for months ahead.

To meet this increased demand, dentists today work at pretty near maximum capacity. Take a dentist in his late forties. The maximum number of hours he can work, and still do a good job, is about 53. Today he works about 51 hours a week, or 96 per cent of capacity. That percentage is as good as the steel industry's.

Dentists increase their capacity by new methods. For example, the less time a dentist spends tying a bib on his patient and adjusting the chair, the more time he can spend actually working on teeth. Thus many a dentist who used to work alone has now hired an assistant. By himself, the average dentist sees about 39 patients a week. With an assistant he sees about 53.

Dentists also increase their efficiency by installing extra chairs.

With two chairs, the dentist works on one patient while the assistant prepares the next patient. With an assistant and one chair, the dentist treats about 53 patients a week; with two chairs he sees 64; and with three chairs, 69.

Does your dentist still use a foot-pump to raise your chair? If he does, the dental equipment manufacturers have him on their prospect list for a motorized chair. Pumping up the chair can be as tiring as walking up 38 steps.

Most dentists work standing up. But tomorrow's dentist will not have to worry about his legs giving out. Equipment makers have recently come up with an adjustable stool that will hold the dentist close to the patient's mouth.

These labor-saving devices help dentists take care of most of the demand from people able to pay for dental care. But there are millions too careless or too poor to have their teeth fixed. In fact, Americans as a whole get less than a third of fillings and bridge-work needed for good dental health.

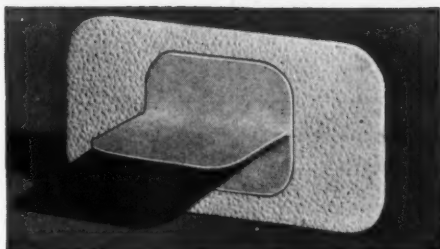
Even with the new treatment for preventing decay of children's teeth, there won't be a surplus of dental capacity for years. This year's crop of 1,800 new dentists will barely replace the 1,500 who will retire. This shortage of new dentists is partly due to the fact that Selective Service Boards were unable to give deferments to pre-dental students.

The American Dental Association says new schools at the universities of Washington and Alabama will speed up training of dentists. Meanwhile; those practicing are working hard, treating more people, and also making a mighty good living.

Reprint from March issue of Changing Times.

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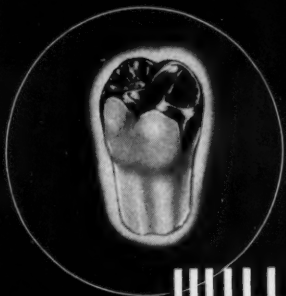
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